Enterprise Incident Report January 2012

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Corrections

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.
Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - First Contact Resolution			
			High	Low	Medium	FCR Total
Corrections	Application Services	Danielle Hood	0 0	1 0	2 0	3 0
		Dustin Crump	1 0	1 0	0 0	2 0
		Paul Lundell	0 0	2 0	0 0	2 0
		Tony Larsen	0 0	2 0	0 0	2 0
		Assigned to Individual Total	1 0	6 0	2 0	9 0
	Capitol Hosting	Curtis Parker	0 0	2 0	0 0	2 0
		Kyle Burkhardt	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	3 0	0 0	3 0
	Change Management Change Coordinators	Dana McDonald	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Fleet Administration	Amanda Ronan	0 0	1 0	0 0	1 0

Corrections

			High	Low	Medium	FCR Total
Corrections	Fleet Administration	**Assigned to Individual** **Total**	0 0	1 0	0 0	1 0
	Help Desk	James Stearns	0 0	1 1	0 0	1 1
		Julie VanBeekum	0 0	2 2	0 0	2 2
		Vicky Marrelli	0 0	2 2	0 0	2 2
		Assigned to Individual **Total**	0 0	5 5	0 0	5 5
	Metro C Desktop Support	Chad D Fowers	0 0	20 6	0 0	20 6
		Ed Radke	0 0	19 1	0 0	19 1
		Ken Knobel	0 0	11 0	0 0	11 0
		Tammy Black	0 0	41 20	0 0	41 20
		Troy Buchanan	0 0	29 6	0 0	29 6
		Assigned to Individual **Total**	0 0	120 33	0 0	120 33
	Metro C Help Desk	Chris Olson	0 0	8 8	0 0	8 8
		Cliff Jensen	0 0	113 110	0 0	113 110
		Reed Stohel	0 0	143 137	0 0	143 137

Corrections

Corrections			High	Low	Medium	FCR Total
Corrections	Metro C Help Desk	Ross Owen	0 0	74 70	0 0	74 70
		Assigned to Individual Total	0 0	338 325	0 0	338 325
	Metro C Hosting	Gene McEntire	0 0	1 0	0 0	1 0
		Robert England	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	2 0	0 0	2 0
	Rural Central Desktop Support	Jessica Purcell	0 0	2 2	0 0	2 2
		Paul Petersen	0 0	14 11	0 0	14 11
		Ron LeBaron	0 0	6 6	0 0	6 6
		Assigned to Individual Total	0 0	22 19	0 0	22 19
	Rural North Desktop Support	Don Higgs	0 0	1 0	0 0	1 0
		Kim Ratushniak	0 0	27 27	0 0	27 27
		Neil Smedley	0 0	1 0	0 0	1 0
		Ruston McKay	0 0	21 21	0 0	21 21
		Ryan Casey	0 0	1 1	0 0	1 1

Corrections

Corrections			High	Low	Medium	FCR Total
Corrections	Rural North Desktop Support	Steven Haderlie	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	52 49	0 0	52 49
	Rural South Desktop Support	Cheri Oldham	0 0	5 5	0 0	5 5
		Cole Gifford	0 0	23 22	0 0	23 22
		Julie Christensen	0 0	13 9	0 0	13 9
		Lane Adams	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	42 36	0 0	42 36
	Strategic Communications	Dennis Rogers	0 0	1 0	0 0	1 0
		Luis Larios	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	2 0	0 0	2 0
	Voice Operations	Kelly Johnson	0 0	1 0	0 0	1 0
		Romanza Hamblin	0 0	6 1	0 0	6 1
		Assigned to Individual Total	0 0	7 1	0 0	7 1
	Voice/Data/WAN Services	Art Scott	0 0	0 0	1 0	1 0

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Corrections

			High	Low	Medium	FCR Total
Corrections	Voice/Data/WAN Services	Greg Blessing	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	1 0	2 0
	Assigned Group Total		1 0	602 468	3 0	606 468
Customer Company Total			1 0	602 468	3 0	606 468

Corrections

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock minutes.
Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Top Number - Total Incidents
Bottom Number - Missed Inital Response

Customer Company	Assigned Group	Assigned to Individual	High	Low	Medium	MIR Total
Corrections	Application Services	Danielle Hood	0 0	1 1	2 0	3 1
		Dustin Crump	1 0	1 0	0 0	2 0
		Paul Lundell	0 0	2 2	0 0	2 2
		Tony Larsen	0 0	2 0	0 0	2 0
		Assigned to Individual Total	1 0	6 3	2 0	9 3
	Capitol Hosting	Curtis Parker	0 0	2 1	0 0	2 1
		Kyle Burkhardt	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	3 1	0 0	3 1
	Change Management Change Coordinators	Dana McDonald	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Fleet Administration	Amanda Ronan	0 0	1 0	0 0	1 0

Corrections

			High	Low	Medium	MIR Total
Corrections	Fleet Administration	Assigned to Individual Total	0 0	1 0	0 0	1 0
	Help Desk	James Stearns	0 0	1 0	0 0	1 0
		Julie VanBeekum	0 0	2 0	0 0	2 0
		Vicky Marrelli	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	5 0	0 0	5 0
	Metro C Desktop Support	Chad D Fowers	0 0	20 0	0 0	20 0
		Ed Radke	0 0	19 2	0 0	19 2
		Ken Knobel	0 0	11 0	0 0	11 0
		Tammy Black	0 0	41 2	0 0	41 2
		Troy Buchanan	0 0	29 2	0 0	29 2
		Assigned to Individual Total	0 0	120 6	0 0	120 6
	Metro C Help Desk	Chris Olson	0 0	8 0	0 0	8 0
		Cliff Jensen	0 0	113 0	0 0	113 0
		Reed Stohel	0 0	143 0	0 0	143 0

Corrections

			High	Low	Medium	MIR Total
Corrections	Metro C Help Desk	Ross Owen	0 0	74 1	0 0	74 1
		Assigned to Individual Total	0 0	338 1	0 0	338 1
	Metro C Hosting	Gene McEntire	0 0	1 0	0 0	1 0
		Robert England	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	2 0	0 0	2 0
	Rural Central Desktop Support	Jessica Purcell	0 0	2 0	0 0	2 0
		Paul Petersen	0 0	14 0	0 0	14 0
		Ron LeBaron	0 0	6 0	0 0	6 0
		Assigned to Individual Total	0 0	22 0	0 0	22 0
	Rural North Desktop Support	Don Higgs	0 0	1 0	0 0	1 0
		Kim Ratushniak	0 0	27 0	0 0	27 0
		Neil Smedley	0 0	1 0	0 0	1 0
		Ruston McKay	0 0	21 0	0 0	21 0
		Ryan Casey	0 0	1 0	0 0	1 0

Corrections

			High	Low	Medium	MIR Total
Corrections	Rural North Desktop Support	Steven Haderlie	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	52 0	0 0	52 0
	Rural South Desktop Support	Cheri Oldham	0 0	5 0	0 0	5 0
		Cole Gifford	0 0	23 1	0 0	23 1
		Julie Christensen	0 0	13 2	0 0	13 2
		Lane Adams	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	42 3	0 0	42 3
	Strategic Communications	Dennis Rogers	0 0	1 0	0 0	1 0
		Luis Larios	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	2 0	0 0	2 0
	Voice Operations	Kelly Johnson	0 0	1 0	0 0	1 0
		Romanza Hamblin	0 0	6 1	0 0	6 1
		Assigned to Individual Total	0 0	7 1	0 0	7 1
	Voice/Data/WAN Services	Art Scott	0 0	0 0	1 0	1 0

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Corrections

			High	Low	Medium	MIR Total
Corrections	Voice/Data/WAN Services	Greg Blessing	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	1 0	2 0
	Assigned Group Total		1 0	602 15	3 0	606 15
Customer Company Total			1 0	602 15	3 0	606 15

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Corrections

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock hour minutes.
Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number -Average time in hours			
			High	Low	Medium	ATTIR Total
Corrections	Application Services	Danielle Hood	0 0.00	1 1.82	2 0.02	3 0.62
		Dustin Crump	1 0.27	1 0.21	0 0.00	2 0.24
		Paul Lundell	0 0.00	2 6.06	0 0.00	2 6.06
		Tony Larsen	0 0.00	2 0.17	0 0.00	2 0.17
		Assigned to Individual Total	1 0.27	6 2.41	2 0.02	9 1.64
	Capitol Hosting	Curtis Parker	0 0.00	2 9.46	0 0.00	2 9.46
		Kyle Burkhardt	0 0.00	1 0.68	0 0.00	1 0.68
		Assigned to Individual Total	0 0.00	3 6.53	0 0.00	3 6.53
	Change Management Change Coordinators	Dana McDonald	0 0.00	1 0.02	0 0.00	1 0.02
		Assigned to Individual Total	0 0.00	1 0.02	0 0.00	1 0.02
	Fleet Administration	Amanda Ronan	0 0.00	1 0.10	0 0.00	1 0.10

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			High	Low	Medium	ATTIR Total
Corrections	Fleet Administration	**Assigned to Individual Total**	0 0.00	1 0.10	0 0.00	1 0.10
	Help Desk	James Stearns	0 0.00	1 0.34	0 0.00	1 0.34
		Julie VanBeekum	0 0.00	2 0.15	0 0.00	2 0.15
		Vicky Marrelli	0 0.00	2 0.05	0 0.00	2 0.05
		Assigned to Individual Total	0 0.00	5 0.15	0 0.00	5 0.15
	Metro C Desktop Support	Chad D Fowers	0 0.00	20 0.17	0 0.00	20 0.17
		Ed Radke	0 0.00	19 0.42	0 0.00	19 0.42
		Ken Knobel	0 0.00	11 0.30	0 0.00	11 0.30
		Tammy Black	0 0.00	41 0.16	0 0.00	41 0.16
		Troy Buchanan	0 0.00	29 0.22	0 0.00	29 0.22
		Assigned to Individual Total	0 0.00	120 0.23	0 0.00	120 0.23
	Metro C Help Desk	Chris Olson	0 0.00	8 0.01	0 0.00	8 0.01
		Cliff Jensen	0 0.00	113 0.00	0 0.00	113 0.00
		Reed Stohel	0 0.00	143 0.01	0 0.00	143 0.01

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Corrections

			High	Low	Medium	ATTIR Total
Corrections	Metro C Help Desk	Ross Owen	0 0.00	74 0.03	0 0.00	74 0.03
		Assigned to Individual Total	0 0.00	338 0.01	0 0.00	338 0.01
	Metro C Hosting	Gene McEntire	0 0.00	1 0.72	0 0.00	1 0.72
		Robert England	0 0.00	1 0.61	0 0.00	1 0.61
		Assigned to Individual Total	0 0.00	2 0.67	0 0.00	2 0.67
	Rural Central Desktop Support	Jessica Purcell	0 0.00	2 0.00	0 0.00	2 0.00
		Paul Petersen	0 0.00	14 0.01	0 0.00	14 0.01
		Ron LeBaron	0 0.00	6 0.00	0 0.00	6 0.00
		Assigned to Individual Total	0 0.00	22 0.01	0 0.00	22 0.01
	Rural North Desktop Support	Don Higgs	0 0.00	1 0.00	0 0.00	1 0.00
		Kim Ratushniak	0 0.00	27 0.00	0 0.00	27 0.00
		Neil Smedley	0 0.00	1 0.21	0 0.00	1 0.21
		Ruston McKay	0 0.00	21 0.00	0 0.00	21 0.00
		Ryan Casey	0 0.00	1 0.00	0 0.00	1 0.00

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Corrections

			High	Low	Medium	ATTIR Total
Corrections	Rural North Desktop Support	Steven Haderlie	0 0.00	1 0.65	0 0.00	1 0.65
		Assigned to Individual Total	0 0.00	52 0.02	0 0.00	52 0.02
	Rural South Desktop Support	Cheri Oldham	0 0.00	5 0.00	0 0.00	5 0.00
		Cole Gifford	0 0.00	23 0.05	0 0.00	23 0.05
		Julie Christensen	0 0.00	13 0.36	0 0.00	13 0.36
		Lane Adams	0 0.00	1 0.16	0 0.00	1 0.16
		Assigned to Individual Total	0 0.00	42 0.14	0 0.00	42 0.14
	Strategic Communications	Dennis Rogers	0 0.00	1 0.36	0 0.00	1 0.36
		Luis Larios	0 0.00	1 0.35	0 0.00	1 0.35
		Assigned to Individual Total	0 0.00	2 0.35	0 0.00	2 0.35
	Voice Operations	Kelly Johnson	0 0.00	1 0.15	0 0.00	1 0.15
		Romanza Hamblin	0 0.00	6 0.52	0 0.00	6 0.52
		Assigned to Individual Total	0 0.00	7 0.47	0 0.00	7 0.47
	Voice/Data/WAN Services	Art Scott	0 0.00	0 0.00	1 0.68	1 0.68

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Corrections

			High	Low	Medium	ATTIR Total
Corrections	Voice/Data/WAN Services	Greg Blessing	0 0.00	1 0.63	0 0.00	1 0.63
		Assigned to Individual Total	0 0.00	1 0.63	1 0.68	2 0.65
	Assigned Group Total		1 0.27	602 0.13	3 0.24	606 0.13
Customer Company Total			1 0.27	602 0.13	3 0.24	606 0.13

Corrections

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

			Top Number - Total Incidents Bottom Number - Missed Resolution			
Customer Company	**Assigned Group**	**Assigned to Individual**	**High**	**Low**	**Medium**	**MR Total**
Corrections	Application Services	Danielle Hood	0 0	1 0	2 0	3 0
		Dustin Crump	1 0	1 0	0 0	2 0
		Paul Lundell	0 0	2 1	0 0	2 1
		Tony Larsen	0 0	2 0	0 0	2 0
		Assigned to Individual Total	1 0	6 1	2 0	9 1
	Capitol Hosting	Curtis Parker	0 0	2 2	0 0	2 2
		Kyle Burkhardt	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	3 2	0 0	3 2
	Change Management Change Coordinators	Dana McDonald	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Fleet Administration	Amanda Ronan	0 0	1 0	0 0	1 0

Corrections

			High	Low	Medium	MR Total
Corrections	Fleet Administration	Assigned to Individual Total	0 0	1 0	0 0	1 0
	Help Desk	James Stearns	0 0	1 0	0 0	1 0
		Julie VanBeekum	0 0	2 0	0 0	2 0
		Vicky Marrelli	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	5 0	0 0	5 0
	Metro C Desktop Support	Chad D Fowers	0 0	20 2	0 0	20 2
		Ed Radke	0 0	19 5	0 0	19 5
		Ken Knobel	0 0	11 0	0 0	11 0
		Tammy Black	0 0	41 2	0 0	41 2
		Troy Buchanan	0 0	29 3	0 0	29 3
		Assigned to Individual Total	0 0	120 12	0 0	120 12
	Metro C Help Desk	Chris Olson	0 0	8 0	0 0	8 0
		Cliff Jensen	0 0	113 0	0 0	113 0
		Reed Stohel	0 0	143 0	0 0	143 0

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Corrections

			High	Low	Medium	MR Total
Corrections	Metro C Help Desk	Ross Owen	0 0	74 1	0 0	74 1
		Assigned to Individual Total	0 0	338 1	0 0	338 1
	Metro C Hosting	Gene McEntire	0 0	1 0	0 0	1 0
		Robert England	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	2 0	0 0	2 0
	Rural Central Desktop Support	Jessica Purcell	0 0	2 0	0 0	2 0
		Paul Petersen	0 0	14 2	0 0	14 2
		Ron LeBaron	0 0	6 0	0 0	6 0
		Assigned to Individual Total	0 0	22 2	0 0	22 2
	Rural North Desktop Support	Don Higgs	0 0	1 0	0 0	1 0
		Kim Ratushniak	0 0	27 0	0 0	27 0
		Neil Smedley	0 0	1 0	0 0	1 0
		Ruston McKay	0 0	21 0	0 0	21 0
		Ryan Casey	0 0	1 0	0 0	1 0

Corrections

			High	Low	Medium	MR Total
Corrections	Rural North Desktop Support	Steven Haderlie	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	52 0	0 0	52 0
	Rural South Desktop Support	Cheri Oldham	0 0	5 0	0 0	5 0
		Cole Gifford	0 0	23 0	0 0	23 0
		Julie Christensen	0 0	13 0	0 0	13 0
		Lane Adams	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	42 0	0 0	42 0
	Strategic Communications	Dennis Rogers	0 0	1 1	0 0	1 1
		Luis Larios	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	2 1	0 0	2 1
	Voice Operations	Kelly Johnson	0 0	1 0	0 0	1 0
		Romanza Hamblin	0 0	6 0	0 0	6 0
		Assigned to Individual Total	0 0	7 0	0 0	7 0
	Voice/Data/WAN Services	Art Scott	0 0	0 0	1 0	1 0

Corrections

			High	Low	Medium	MR Total
Corrections	Voice/Data/WAN Services	Greg Blessing	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	1 0	2 0
	Assigned Group Total		1 0	602 19	3 0	606 19
Customer Company Total			1 0	602 19	3 0	606 19

Corrections

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Average time in hours			
			High	Low	Medium	ATTR Total
Corrections	Application Services	Danielle Hood	0 0.00	1 2.06	2 1.37	3 1.60
		Dustin Crump	1 0.36	1 0.33	0 0.00	2 0.35
		Paul Lundell	0 0.00	2 6.61	0 0.00	2 6.61
		Tony Larsen	0 0.00	2 3.24	0 0.00	2 3.24
		Assigned to Individual Total	1 0.36	6 3.68	2 1.37	9 2.80
	Capitol Hosting	Curtis Parker	0 0.00	2 14.47	0 0.00	2 14.47
		Kyle Burkhardt	0 0.00	1 0.68	0 0.00	1 0.68
		Assigned to Individual Total	0 0.00	3 9.87	0 0.00	3 9.87
	Change Management Change Coordinators	Dana McDonald	0 0.00	1 0.02	0 0.00	1 0.02
		Assigned to Individual Total	0 0.00	1 0.02	0 0.00	1 0.02
	Fleet Administration	Amanda Ronan	0 0.00	1 0.13	0 0.00	1 0.13

Corrections

Corrections			High	Low	Medium	ATTR Total
Corrections	Fleet Administration	**Assigned to Individual Total**	0 0.00	1 0.13	0 0.00	1 0.13
	Help Desk	James Stearns	0 0.00	1 0.34	0 0.00	1 0.34
		Julie VanBeekum	0 0.00	2 0.20	0 0.00	2 0.20
		Vicky Marrelli	0 0.00	2 0.06	0 0.00	2 0.06
		Assigned to Individual Total	0 0.00	5 0.17	0 0.00	5 0.17
	Metro C Desktop Support	Chad D Fowers	0 0.00	20 1.46	0 0.00	20 1.46
		Ed Radke	0 0.00	19 5.53	0 0.00	19 5.53
		Ken Knobel	0 0.00	11 0.53	0 0.00	11 0.53
		Tammy Black	0 0.00	41 1.34	0 0.00	41 1.34
		Troy Buchanan	0 0.00	29 2.80	0 0.00	29 2.80
		Assigned to Individual Total	0 0.00	120 2.30	0 0.00	120 2.30
	Metro C Help Desk	Chris Olson	0 0.00	8 0.01	0 0.00	8 0.01
		Cliff Jensen	0 0.00	113 0.00	0 0.00	113 0.00
		Reed Stohel	0 0.00	143 0.01	0 0.00	143 0.01

Corrections

Corrections			High	Low	Medium	ATTR Total
Corrections	Metro C Help Desk	Ross Owen	0 0.00	74 0.26	0 0.00	74 0.26
		Assigned to Individual Total	0 0.00	338 0.06	0 0.00	338 0.06
	Metro C Hosting	Gene McEntire	0 0.00	1 0.72	0 0.00	1 0.72
		Robert England	0 0.00	1 0.61	0 0.00	1 0.61
		Assigned to Individual Total	0 0.00	2 0.67	0 0.00	2 0.67
	Rural Central Desktop Support	Jessica Purcell	0 0.00	2 0.00	0 0.00	2 0.00
		Paul Petersen	0 0.00	14 2.56	0 0.00	14 2.56
		Ron LeBaron	0 0.00	6 0.00	0 0.00	6 0.00
		Assigned to Individual Total	0 0.00	22 1.63	0 0.00	22 1.63
	Rural North Desktop Support	Don Higgs	0 0.00	1 0.58	0 0.00	1 0.58
		Kim Ratushniak	0 0.00	27 0.02	0 0.00	27 0.02
		Neil Smedley	0 0.00	1 0.21	0 0.00	1 0.21
		Ruston McKay	0 0.00	21 0.33	0 0.00	21 0.33
		Ryan Casey	0 0.00	1 0.00	0 0.00	1 0.00

Corrections

			High	Low	Medium	ATTR Total
Corrections	Rural North Desktop Support	Steven Haderlie	0 0.00	1 0.91	0 0.00	1 0.91
		Assigned to Individual Total	0 0.00	52 0.17	0 0.00	52 0.17
	Rural South Desktop Support	Cheri Oldham	0 0.00	5 0.00	0 0.00	5 0.00
		Cole Gifford	0 0.00	23 0.05	0 0.00	23 0.05
		Julie Christensen	0 0.00	13 0.54	0 0.00	13 0.54
		Lane Adams	0 0.00	1 0.31	0 0.00	1 0.31
		Assigned to Individual Total	0 0.00	42 0.20	0 0.00	42 0.20
	Strategic Communications	Dennis Rogers	0 0.00	1 6.42	0 0.00	1 6.42
		Luis Larios	0 0.00	1 0.91	0 0.00	1 0.91
		Assigned to Individual Total	0 0.00	2 3.67	0 0.00	2 3.67
	Voice Operations	Kelly Johnson	0 0.00	1 0.48	0 0.00	1 0.48
		Romanza Hamblin	0 0.00	6 0.94	0 0.00	6 0.94
		Assigned to Individual Total	0 0.00	7 0.87	0 0.00	7 0.87
	Voice/Data/WAN Services	Art Scott	0 0.00	0 0.00	1 0.92	1 0.92

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Corrections

			High	Low	Medium	ATTR Total
Corrections	Voice/Data/WAN Services	Greg Blessing	0 0.00	1 0.63	0 0.00	1 0.63
		Assigned to Individual Total	0 0.00	1 0.63	1 0.92	2 0.77
	Assigned Group Total		1 0.36	602 0.71	3 1.22	606 0.71
Customer Company Total			1 0.36	602 0.71	3 1.22	606 0.71

Corrections

Detail

INC000000436279	R Mike Jacobson	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Rural South Desktop Support	Julie Christensen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000436984	Michelle Bartlett	Print/Copy/Scan/Fax	Error Code	None		TIR Missed: No	0.23
	Metro C Desktop Support	Ken Knobel	Corrections	Low	Closed	TTR Missed: No	0.23
INC000000437120	Kirk Moncrief	Application	None	PGP		TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Corrections	Low	Closed	TTR Missed: Yes	6.55
INC000000437613	Tim Scott	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.65
	Rural North Desktop Support	Steven Haderlie	Corrections	Low	Closed	TTR Missed: No	0.91
INC000000437947	Wade Roskelley	None	None	None		TIR Missed: No	0.00
	Metro C Desktop Support	Tammy Black	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000437948	Judy W Middleton	None	None	None		TIR Missed: No	0.00
	Metro C Desktop Support	Tammy Black	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000437991	Mitch Sullivan	None	None	None		TIR Missed: No	0.00
	Metro C Desktop Support	Tammy Black	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000438015	Sheila Anderson	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000438069	Wade Roskelley	Mainframe	Password	BlueZone		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000438070	Gina Proctor	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000438077	Wade Roskelley	None	None	ZENworks for Desktops		TIR Missed: No	0.00
	Metro C Desktop Support	Tammy Black	Corrections	Low	Closed	TTR Missed: No	1.62
INC000000438086	Cindy Coates	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000438116	Renee S Springman	Network	Error	None		TIR Missed: No	0.05
	Metro C Desktop Support	Ed Radke	Corrections	Low	Closed	TTR Missed: No	3.53
INC000000438137	Kent Demill	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000438143	Paul Pantoja	Application	Error	ZENworks for Desktops		TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000438205	Dirk A Wilkinson	None	None	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00

Corrections

INC000000438222	Dale Grace	None	None	Microsoft Windows XP Professic	TIR Missed:	No		0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed:	No	0.00
INC000000438240	Debbie Kemp	Network	None	None	TIR Missed:	No		0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed:	No	0.00
INC000000438316	Tanya Jamieson	Network	Password	Utah Department of Corrections	TIR Missed:	No		0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed:	No	0.00
INC000000438377	Debra James	None	None	None	TIR Missed:	No		0.05
	Metro C Desktop Support	Chad D Fowers	Corrections	Low	Closed	TTR Missed:	No	2.17
INC000000438381	Louis Heath	PC/Laptop	None	None	TIR Missed:	No		0.04
	Metro C Desktop Support	Tammy Black	Corrections	Low	Closed	TTR Missed:	No	4.19
INC000000438387	Renee S Springman	None	None	Microsoft Word	TIR Missed:	No		0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed:	No	0.00
INC000000438415	Kim Seegmiller	None	None	None	TIR Missed:	No		0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed:	No	0.00
INC000000438452	Amy Monson	PC/Laptop	None	None	TIR Missed:	No		0.42
	Metro C Desktop Support	Tammy Black	Corrections	Low	Closed	TTR Missed:	No	3.10
INC000000438456	James Campos	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No		0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed:	No	0.00
INC000000438463	Karman Hinckley	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No		0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed:	No	0.00
INC000000438625	Brent Keller	PC/Laptop	None	None	TIR Missed:	No		0.00
	Rural Central Desktop Support	Paul Petersen	Corrections	Low	Closed	TTR Missed:	No	1.00
INC000000438647	Victor Alzamora	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No		0.00
	Metro C Help Desk	Ross Owen	Corrections	Low	Closed	TTR Missed:	No	0.00
INC000000438653	Daniel Sparks	None	None	State Payroll Time Entry System	TIR Missed:	No		0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed:	No	0.00
INC000000438689	Laurie Carter	Telecom	Hardware	Telephone	TIR Missed:	No		0.15
	Voice Operations	Romanza Hamblin	Corrections	Low	Closed	TTR Missed:	No	0.15
INC000000438698	Kenneth B Shepherd	None	None	None	TIR Missed:	No		0.00
	Metro C Help Desk	Ross Owen	Corrections	Low	Closed	TTR Missed:	No	0.00
INC000000438737	Jared Hales	EIS Hardware	Printer	None	TIR Missed:	No		0.71
	Metro C Desktop Support	Chad D Fowers	Corrections	Low	Closed	TTR Missed:	No	1.25
INC000000438773	David Gaffney	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No		0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed:	No	0.00

Corrections

INC000000438781	Lyle Wilde	Application	Error	Novell GroupWise	TIR Missed: No	0.00
Metro C Help Desk	Cliff Jensen	Corrections		Low	Closed	TTR Missed: No	0.00
INC000000438845	Jerry Aaron	Application	Error	State Payroll Time Entry System	TIR Missed: No	0.00
Metro C Help Desk	Cliff Jensen	Corrections		Low	Closed	TTR Missed: No	0.00
INC000000438857	Richard Campbell	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro C Help Desk	Cliff Jensen	Corrections		Low	Closed	TTR Missed: No	0.00
INC000000438875	Mayna Myers	None	None	None	TIR Missed: No	0.00
Metro C Help Desk	Ross Owen	Corrections		Low	Closed	TTR Missed: No	0.00
INC000000438903	Pauline Sturdy	Application	Error	Internet Explorer	TIR Missed: No	0.00
Metro C Help Desk	Reed Stohel	Corrections		Low	Closed	TTR Missed: No	0.00
INC000000438905	William Hughes	None	None	None	TIR Missed: No	0.00
Metro C Help Desk	Cliff Jensen	Corrections		Low	Closed	TTR Missed: No	0.00
INC000000438918	Debi Ogden	None	None	None	TIR Missed: No	0.00
Rural North Desktop Support	Ruston McKay	Corrections		Low	Closed	TTR Missed: No	1.28
INC000000438919	Rex Talbot	Application	Error	Novell GroupWise	TIR Missed: No	0.00
Metro C Help Desk	Ross Owen	Corrections		Low	Closed	TTR Missed: No	0.00
INC000000438925	Tolby Pot	Application	Password	Novell GroupWise	TIR Missed: No	0.51
Metro C Help Desk	Ross Owen	Corrections		Low	Closed	TTR Missed: No	0.51
INC000000438950	Debra James	Print/Copy/Scan/Fax	None	None	TIR Missed: No	0.84
Metro C Desktop Support	Ken Knobel	Corrections		Low	Closed	TTR Missed: No	0.84
INC000000439034	Joseph Goodwin	None	None	Jail Executive Management Sys	TIR Missed: No	0.76
Metro C Desktop Support	Tammy Black	Corrections		Low	Closed	TTR Missed: No	0.76
INC000000439053	Paul Truelson	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro C Help Desk	Cliff Jensen	Corrections		Low	Closed	TTR Missed: No	0.00
INC000000439081	Amy Monson	None	None	None	TIR Missed: No	0.00
Metro C Desktop Support	Tammy Black	Corrections		Low	Closed	TTR Missed: No	0.00
INC000000439103	Robert Maughan	None	None	None	TIR Missed: No	0.00
Metro C Desktop Support	Tammy Black	Corrections		Low	Closed	TTR Missed: No	0.00
INC000000439111	Brandon Johnston	None	None	None	TIR Missed: No	0.00
Metro C Desktop Support	Tammy Black	Corrections		Low	Closed	TTR Missed: No	0.00
INC000000439180	Jodi Mcevoy	Network	None	None	TIR Missed: No	0.00
Metro C Help Desk	Reed Stohel	Corrections		Low	Closed	TTR Missed: No	0.00
INC000000439256	Linda McLelland	None	None	Operations Management System	TIR Missed: No	0.00
Metro C Help Desk	Reed Stohel	Corrections		Low	Closed	TTR Missed: No	0.00

Corrections						

INC000000439278	Kerry Lewis	Application	Error	None	TIR Missed: No	0.00
Metro C Help Desk	Cliff Jensen	Corrections		Low	Closed	TTR Missed: No	0.00

INC000000439278	Kerry Lewis	Application	Error	None	TIR Missed: No	0.00
Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000439282	Jeff Wilson	None	None	None	TIR Missed: No	0.00
Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000439313	Kim Seegmiller	Print/Copy/Scan/Fax	None	None	TIR Missed: No	0.00
Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000439321	Lewis Wright	Application	Error	Microsoft Word	TIR Missed: No	0.00
Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000439339	Marlee Mitchell	None	None	State Payroll Time Entry System	TIR Missed: No	0.00
Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000439342	Sherry Kesler	PC/Laptop	Hardware	None	TIR Missed: No	0.11
Metro C Desktop Support	Ed Radke	Corrections	Low	Closed	TTR Missed: No	4.18
INC000000439376	Viola Velarde	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000439413	Ryan Stubbs	None	None	ZENworks for Desktops	TIR Missed: No	0.13
Metro C Desktop Support	Tammy Black	Corrections	Low	Closed	TTR Missed: No	3.90
INC000000439442	Mindy Usher	None	None	Novell Client for 32-bit Windows	TIR Missed: No	0.02
Metro C Desktop Support	Ken Knobel	Corrections	Low	Closed	TTR Missed: No	0.02
INC000000439446	Jon Bishop	Application	Error	Offender Tracking	TIR Missed: No	0.00
Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000439497	Debbie Parenzin	None	None	None	TIR Missed: No	0.00
Metro C Desktop Support	Tammy Black	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000439602	Geri Miller	PC/Laptop	Performance	None	TIR Missed: No	0.60
Metro C Desktop Support	Ken Knobel	Corrections	Low	Closed	TTR Missed: No	1.79
INC000000439605	Lonn Buckley	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000439608	James H Reed	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro C Help Desk	Ross Owen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000439612	Holly Neville	None	None	None	TIR Missed: No	0.00
Metro C Help Desk	Ross Owen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000439617	Jeremy Shaw	None	None	Offender Tracking	TIR Missed: No	0.00
Metro C Help Desk	Ross Owen	Corrections	Low	Closed	TTR Missed: No	0.50
INC000000439670	Kendall Holt	None	None	Offender Tracking	TIR Missed: No	0.00
Metro C Help Desk	Ross Owen	Corrections	Low	Closed	TTR Missed: No	

Corrections

INC000000439673	Darlene Peterson	None	None	Offender Tracking		TIR Missed: No	0.00
Metro C Help Desk	Ross Owen	Corrections		Low	Closed	TTR Missed: No	
INC000000439676	Keven Harr	PC/Laptop	Performance	None		TIR Missed: No	0.00
Rural South Desktop Support	Cheri Oldham	Corrections		Low	Closed	TTR Missed: No	0.00
INC000000439691	Kristy F Nielson	PC/Laptop	Performance	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Rural South Desktop Support	Cheri Oldham	Corrections		Low	Closed	TTR Missed: No	0.00
INC000000439704	Whitney Nielson	None	None	Microsoft Excel		TIR Missed: No	0.00
Metro C Help Desk	Reed Stohel	Corrections		Low	Closed	TTR Missed: No	0.00
INC000000439752	Tyrel Oliver	None	None	Microsoft Windows XP Professic	TIR Missed: No	0.60
Rural South Desktop Support	Julie Christensen	Corrections		Low	Closed	TTR Missed: No	2.97
INC000000439819	Wilma Ashley	Application	Password	Navision Offender and Recipien	TIR Missed: No	0.00
Metro C Help Desk	Cliff Jensen	Corrections		Low	Closed	TTR Missed: No	0.00
INC000000440017	Gina Jones	None	None	None		TIR Missed: No	0.00
Rural Central Desktop Support	Ron LeBaron	Corrections		Low	Closed	TTR Missed: No	0.00
INC000000440047	Jeanette Anderson	None	None	None		TIR Missed: No	0.00
Rural South Desktop Support	Julie Christensen	Corrections		Low	Closed	TTR Missed: No	0.00
INC000000440103	Michael Lawrence	None	None	None		TIR Missed: No	0.00
Metro C Desktop Support	Tammy Black	Corrections		Low	Closed	TTR Missed: No	0.00
INC000000440167	Dirk Witkamp	Application	Error	Internet Explorer		TIR Missed: No	0.00
Metro C Help Desk	Cliff Jensen	Corrections		Low	Closed	TTR Missed: No	0.00
INC000000440277	Jakob Howcroft	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro C Help Desk	Cliff Jensen	Corrections		Low	Closed	TTR Missed: No	0.00
INC000000440386	Doug Craner	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Rural North Desktop Support	Ruston McKay	Corrections		Low	Closed	TTR Missed: No	0.00
INC000000440482	Debi Ogden	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Rural North Desktop Support	Ruston McKay	Corrections		Low	Closed	TTR Missed: No	0.00
INC000000440486	Regina Dietrick	Network	Incident	None		TIR Missed: No	0.51
Metro C Desktop Support	Ed Radke	Corrections		Low	Closed	TTR Missed: No	3.68
INC000000440500	Tammy Hart	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
Rural North Desktop Support	Kim Ratushniak	Corrections		Low	Closed	TTR Missed: No	0.00
INC000000440504	Aaron Carver	Application	Error	Offender Tracking		TIR Missed: No	0.00
Rural North Desktop Support	Kim Ratushniak	Corrections		Low	Closed	TTR Missed: No	0.00
INC000000440506	Larry Chatterton	PC/Laptop	Hardware	None		TIR Missed: No	0.00
Rural North Desktop Support	Kim Ratushniak	Corrections		Low	Closed	TTR Missed: No	0.00

Corrections

INC000000440545	Ryan Stubbs	PC/Laptop	None	None	TIR Missed: Yes	1.29
Metro C Desktop Support	Tammy Black	Corrections	Low	Closed	TTR Missed: No	1.53
INC000000440554	Geri Miller	Application	Error	Novell GroupWise	TIR Missed: No	0.00
Metro C Help Desk	Ross Owen	Corrections	Low	Closed	TTR Missed: No	0.35
INC000000440570	Tom Garfield	Application	Error	Internet Explorer	TIR Missed: No	0.00
Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000440576	Jared Hales	Application	Error	Offender Tracking	TIR Missed: No	0.00
Metro C Help Desk	Ross Owen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000440606	Kevin Alexander	None	None	None	TIR Missed: No	0.00
Metro C Help Desk	Ross Owen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000440607	Elizabeth M Smith	Application	Error	State Payroll Time Entry System	TIR Missed: No	0.38
Metro C Desktop Support	Troy Buchanan	Corrections	Low	Closed	TTR Missed: Yes	22.06
INC000000440639	Rodney Wirthlin	None	None	Jail Executive Management Sys	TIR Missed: No	0.12
Metro C Desktop Support	Tammy Black	Corrections	Low	Closed	TTR Missed: No	1.29
INC000000440647	Mindy Usher	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.12
Metro C Desktop Support	Chad D Fowers	Corrections	Low	Closed	TTR Missed: No	0.86
INC000000440674	Pauline Sturdy	Application	Error	Internet Explorer	TIR Missed: No	0.00
Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000440715	Eve Mullins	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000440731	Ted Barker	Application	Password	Offender Tracking	TIR Missed: No	0.00
Rural North Desktop Support	Don Higgs	Corrections	Low	Closed	TTR Missed: No	0.58
INC000000440750	Catherine Shadis	Application	Error	Offender Tracking	TIR Missed: No	0.00
Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000440769	Kim R Watters	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000440810	Edye Mayer	Application	Error	Offender Tracking	TIR Missed: No	0.00
Metro C Help Desk	Ross Owen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000440847	Kevin Sorensen	Application	Error	PGP	TIR Missed: No	0.00
Rural North Desktop Support	Kim Ratushniak	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000440856	Kevin Sorensen	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
Rural North Desktop Support	Kim Ratushniak	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000440862	Caroline McGee	Application	Error	Cisco AnyConnect VPN Client	TIR Missed: No	0.00
Rural North Desktop Support	Kim Ratushniak	Corrections	Low	Closed	TTR Missed: No	0.00

Corrections

Incident	Name	Category	Type	Item	TIR Missed		Value
INC000000441003	Cindy Coates	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No		0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000441010	Adam Yorgason	PC/Laptop	None	None	TIR Missed: No		0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000441013	Paul T McGarry	Network	Password	None	TIR Missed: No		0.00
	Rural South Desktop Support	Cheri Oldham	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000441017	Roman Hentish	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No		0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000441097	Doug Craner	Application	Error	Offender Tracking	TIR Missed: No		0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000441126	Travis Dimick	None	None	None	TIR Missed: No		0.37
	Metro C Desktop Support	Chad D Fowers	Corrections	Low	Closed	TTR Missed: Yes	6.80
INC000000441332	Milo Garcia	Application	Error	Internet Explorer	TIR Missed: No		0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000441364	Barb Floyd	Network	None	None	TIR Missed: No		0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000441389	Michelle Buswell	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No		0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000441417	Whitney Nielson	PC/Laptop	Hardware	None	TIR Missed: No		0.06
	Metro C Desktop Support	Ken Knobel	Corrections	Low	Closed	TTR Missed: No	0.06
INC000000441431	Gina Jones	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No		0.34
	Help Desk	James Stearns	Corrections	Low	Closed	TTR Missed: No	0.34
INC000000441475	Catherine Shadis	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No		0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000441525	Larry Chatterton	Application	Error	ZENworks for Desktops	TIR Missed: No		0.00
	Rural North Desktop Support	Kim Ratushniak	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000441528	Brickell Johnson	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No		0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000441560	Oogi Parry	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No		0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000441577	Sue Whittington	None	None	None	TIR Missed: No		0.00
	Metro C Help Desk	Ross Owen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000441604	Katie Brozovich	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No		0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed: No	0.00

Corrections

INC000000441606	Annette Hansen	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000441610	Diane Christiansen	Application	Error	Internet Explorer		TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000441617	Amanda V Robinson	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000441618	Kathy Scott	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000441682	Scott West	None	None	None		TIR Missed: No	0.00
	Metro C Desktop Support	Tammy Black	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000441690	Karl Christiansen	None	None	None		TIR Missed: No	0.00
	Metro C Desktop Support	Tammy Black	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000441703	Alan L Howard	None	None	None		TIR Missed: No	0.00
	Metro C Desktop Support	Tammy Black	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000441707	Jared M Bonkosky	None	None	None		TIR Missed: No	0.00
	Metro C Desktop Support	Tammy Black	Corrections	Low	Closed	TTR Missed: No	5.96
INC000000441708	Jan Pratt	None	None	None		TIR Missed: No	0.00
	Metro C Desktop Support	Tammy Black	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000441713	Neil Andersen	None	None	None		TIR Missed: No	0.00
	Metro C Desktop Support	Tammy Black	Corrections	Low	Closed	TTR Missed: No	5.97
INC000000441714	Bret Sechler	None	None	None		TIR Missed: No	0.00
	Metro C Desktop Support	Tammy Black	Corrections	Low	Closed	TTR Missed: Yes	6.08
INC000000441756	Jeremy M Nelson	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000441760	Dawn Freeman	Application	Error	Internet Explorer		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000441761	Sherri Kielsmeier	Network	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000441764	Michael Buchanan	Network	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000441766	Steve Yeates	None	None	Novell GroupWise		TIR Missed: Yes	9.00
	Application Services	Paul Lundell	Corrections	Low	Closed	TTR Missed: Yes	9.90
INC000000441790	Mary Brockbrader	Network	Incident	None		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.49

Corrections

INC000000441795	David Ferry	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000441796	Melissa Maxwell	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000441802	Sherri Kielsmeier	Application	Error	ZENworks for Desktops		TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000441809	Kim Johnson	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000441811	Joann Anderson	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000441814	Gerald Jarrett	Network	Incident	None		TIR Missed: No	0.65
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.74
INC000000441831	Richard Pearce	PC/Laptop	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Corrections	Low	Closed	TTR Missed: Yes	8.74
INC000000441855	Robert Eckman	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000441888	Jared M Bonkosky	Application	Error	ZENworks for Desktops		TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000441895	Arnold Hansen	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000441901	Travis Dimick	None	None	None		TIR Missed: No	0.05
	Metro C Desktop Support	Chad D Fowers	Corrections	Low	Closed	TTR Missed: Yes	6.95
INC000000441934	Anna Lee Carlson	Network	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000441997	Ken Shelton	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000441998	Blake Beesley	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000442023	Greg Peay	Application	Password	Utah Department of Corrections		TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000442049	Charles Mason	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000442104	Linda McLelland	None	None	Offender Tracking		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00

Corrections

INC000000442113	Kopelani Pei	None	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000442188	Jerome Black	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000442207	Laurie Reiser	None	None	Microsoft Excel	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000442214	Sandra Fitzsimmons	None	None	None	TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Corrections	Low	Closed	TTR Missed: No	0.39
INC000000442292	Andy Hunt	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000442350	John Rhodes	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000442364	John Gines	Application	Error	Internet Explorer	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000442372	Kaye Houston	None	None	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000442382	Don Taylor	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000442438	Deborah Oviatt	Application	Error	Offender Tracking	TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Corrections	Low	Closed	TTR Missed: No	
INC000000442526	Todd Kirk	PC/Laptop	Hardware	None	TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000442530	Larry Chatterton	Application	Error	None	TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000442542	Andrew McCain	Application	Error	None	TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000442543	Julie Christenson	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000442558	Karen Prevedel	Application	Error	Cisco AnyConnect VPN Client	TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000442559	Don Carpenter	None	None	None	TIR Missed: No	0.00
	Metro C Desktop Support	Tammy Black	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000442562	Arnold Hansen	None	None	None	TIR Missed: No	0.00
	Metro C Desktop Support	Tammy Black	Corrections	Low	Closed	TTR Missed: No	0.00

Corrections

INC000000442563	Kevin Sorensen	Application	Error	PGP		TIR Missed:	No	0.00
Rural North Desktop Support	Kim Ratushniak	Corrections		Low	Closed	TTR Missed:	No	0.00
INC000000442605	Joel Ricks	None	None	None		TIR Missed:	No	0.00
Capitol Hosting	Curtis Parker	Corrections		Low	Closed	TTR Missed:	Yes	10.03
INC000000442655	Stephen Baddley	Print/Copy/Scan/Fax	None	None		TIR Missed:	No	0.00
Metro C Desktop Support	Troy Buchanan	Corrections		Low	Closed	TTR Missed:	Yes	12.79
INC000000442684	Stacy Clark	Application	Error	ZENworks for Desktops		TIR Missed:	No	0.00
Metro C Help Desk	Cliff Jensen	Corrections		Low	Closed	TTR Missed:	No	0.00
INC000000442700	Shannon Robb	Application	Error	Offender Tracking		TIR Missed:	No	0.00
Metro C Help Desk	Cliff Jensen	Corrections		Low	Closed	TTR Missed:	No	0.00
INC000000442705	Bruce Wilcox	PC/Laptop	None	None		TIR Missed:	No	0.00
Metro C Desktop Support	Troy Buchanan	Corrections		Low	Closed	TTR Missed:	Yes	10.32
INC000000442721	Brent Webb	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	0.00
Metro C Help Desk	Reed Stohel	Corrections		Low	Closed	TTR Missed:	No	0.00
INC000000442723	Gina Proctor	None	None	Novell GroupWise		TIR Missed:	No	0.00
Metro C Help Desk	Reed Stohel	Corrections		Low	Closed	TTR Missed:	No	0.00
INC000000442732	Kendall Miner	Network	None	None		TIR Missed:	No	0.00
Metro C Help Desk	Reed Stohel	Corrections		Low	Closed	TTR Missed:	No	0.00
INC000000442755	Janeen Torres	None	None	Internet Explorer		TIR Missed:	No	0.00
Metro C Help Desk	Reed Stohel	Corrections		Low	Closed	TTR Missed:	No	0.00
INC000000442763	James H Reed	None	None	None		TIR Missed:	No	0.07
Metro C Desktop Support	Ed Radke	Corrections		Low	Closed	TTR Missed:	Yes	12.09
INC000000442809	Jeromy Sampson	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	0.00
Metro C Help Desk	Reed Stohel	Corrections		Low	Closed	TTR Missed:	No	0.00
INC000000442845	Tolly Ivie	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	0.00
Metro C Help Desk	Reed Stohel	Corrections		Low	Closed	TTR Missed:	No	0.00
INC000000442857	Arnold Hansen	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	0.00
Metro C Help Desk	Ross Owen	Corrections		Low	Closed	TTR Missed:	No	0.00
INC000000442876	Darrell Meier	Print/Copy/Scan/Fax	None	None		TIR Missed:	No	0.00
Metro C Help Desk	Reed Stohel	Corrections		Low	Closed	TTR Missed:	No	0.00
INC000000442916	Everett Gist	Application	Password	Utah Master Directory		TIR Missed:	No	0.13
Help Desk	Julie VanBeekum	Corrections		Low	Closed	TTR Missed:	No	0.19
INC000000442918	Greg F Smith	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	0.00
Metro C Help Desk	Reed Stohel	Corrections		Low	Closed	TTR Missed:	No	0.00

Corrections

INC000000442931	Troy Kennedy	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural South Desktop Support	Cole Gifford	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000442941	Todd Hilliker	None	None	Jail Executive Management Sys		TIR Missed: No	0.12
	Metro C Desktop Support	Tammy Black	Corrections	Low	Closed	TTR Missed: No	0.93
INC000000443002	Debi Ogden	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Corrections	Low	Closed	TTR Missed: No	0.57
INC000000443014	Laurie Carter	EIS Hardware	None	None		TIR Missed: No	0.35
	Strategic Communications	Luis Larios	Corrections	Low	Closed	TTR Missed: No	0.91
INC000000443026	Tom Patterson	Mobile Devices	Error	None		TIR Missed: No	0.00
	Application Services	Danielle Hood	Corrections	Medium	Closed	TTR Missed: No	1.37
INC000000443026	Tom Patterson	Mobile Devices	Error	None		TIR Missed: No	0.04
	Application Services	Danielle Hood	Corrections	Medium	Closed	TTR Missed: No	1.37
INC000000443041	Stephen Dobson	Application	Error	Internet Explorer		TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000443044	Gina Proctor	PC/Laptop	Virus	None		TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000443102	Teresa Bateman	Telecom	Hardware	Telephone		TIR Missed: No	0.68
	Voice/Data/WAN Services	Art Scott	Corrections	Medium	Closed	TTR Missed: No	0.92
INC000000443166	Michelle Bartlett	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.16
	Metro C Desktop Support	Ken Knobel	Corrections	Low	Closed	TTR Missed: No	0.16
INC000000443175	David Worthington	PC/Laptop	None	None		TIR Missed: No	0.51
	Metro C Desktop Support	Ken Knobel	Corrections	Low	Closed	TTR Missed: No	0.51
INC000000443188	Betty Jo Tripp	Application	Error	Offender Tracking		TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000443203	Pauline Sturdy	Application	Error	Offender Tracking		TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000443232	Mike Haddon	None	None	iPhone		TIR Missed: No	0.27
	Application Services	Dustin Crump	Corrections	High	Closed	TTR Missed: No	0.36
INC000000443259	Cathie Trujillo	None	None	Novell GroupWise		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000443288	Kyle Groves	Application	Error	Internet Explorer		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000443393	Perri Flory	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro C Desktop Support	Ed Radke	Corrections	Low	Closed	TTR Missed: Yes	24.13

Corrections

INC000000443417	Ruben Cervantes	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000443460	Judy W Middleton	Application	Password	Novell GroupWise	TIR Missed: No	0.00
	Application Services	Tony Larsen	Corrections	Low	Closed	TTR Missed: No	0.49
INC000000443476	Kimberly Holden	Mobile Devices	Error	None	TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000443607	Jamie Torres	Network	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000443629	David Worthington	Network	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000443639	Mike Hart	PC/Laptop	Error	Microsoft Windows XP Professic	TIR Missed: No	0.00
	Rural South Desktop Support	Cole Gifford	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000443651	David Madsen	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Chris Olson	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000443667	Paula Cook	None	None	None	TIR Missed: No	0.57
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.64
INC000000443703	David Worthington	PC/Laptop	None	None	TIR Missed: No	0.05
	Metro C Desktop Support	Ken Knobel	Corrections	Low	Closed	TTR Missed: No	0.05
INC000000443748	Kenneth Nelson	None	None	ZENworks for Desktops	TIR Missed: No	0.26
	Metro C Desktop Support	Ed Radke	Corrections	Low	Closed	TTR Missed: No	2.70
INC000000443801	Wenda Stoker	None	None	None	TIR Missed: No	0.00
	Metro C Desktop Support	Tammy Black	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000443804	Kevin C Larsen	PC/Laptop	None	None	TIR Missed: Yes	1.52
	Metro C Desktop Support	Troy Buchanan	Corrections	Low	Closed	TTR Missed: No	1.67
INC000000443810	Debbie Kemp	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000443872	Heather Brady	None	None	None	TIR Missed: Yes	1.58
	Metro C Desktop Support	Ed Radke	Corrections	Low	Closed	TTR Missed: No	1.58
INC000000443914	Tracy Dawson	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000444117	LeeAnn Jentzsch	None	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000444118	Craig Balls	Application	Error	Microsoft Word	TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed: No	0.00

Corrections

Incident	Name	Category 1	Category 2	Product	TIR Missed		Time 1
INC000000444119	Brian Allgaier	None	None	Navision Offender and Recipien	TIR Missed: No		0.72
Metro C Hosting		Gene McEntire	Corrections	Low	Closed	TTR Missed: No	0.72
INC000000444174	Bruce Wilcox	PC/Laptop	None	None	TIR Missed: No		0.00
Metro C Desktop Support		Troy Buchanan	Corrections	Low	Closed	TTR Missed: No	0.35
INC000000444176	Jason K Nicholes	PC/Laptop	None	None	TIR Missed: No		0.00
Metro C Desktop Support		Troy Buchanan	Corrections	Low	Closed	TTR Missed: No	0.31
INC000000444210	Joshua Johnson	None	None	None	TIR Missed: No		0.00
Metro C Help Desk		Ross Owen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000444232	James Anderson	None	None	Utah Master Directory	TIR Missed: Yes		18.92
Capitol Hosting		Curtis Parker	Corrections	Low	Closed	TTR Missed: Yes	18.92
INC000000444254	Tom Kosmack	Application	Error	ZENworks for Desktops	TIR Missed: No		0.00
Metro C Help Desk		Cliff Jensen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000444274	Steve Yeates	Telecom	Call Management	Telephone	TIR Missed: No		0.23
Voice Operations		Romanza Hamblin	Corrections	Low	Closed	TTR Missed: No	0.56
INC000000444428	Anthony Brown	None	None	None	TIR Missed: No		0.00
Metro C Desktop Support		Tammy Black	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000444430	Ken Fischer	None	None	None	TIR Missed: No		0.00
Metro C Desktop Support		Tammy Black	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000444454	Annette Hansen	Print/Copy/Scan/Fax	None	None	TIR Missed: No		0.00
Metro C Desktop Support		Troy Buchanan	Corrections	Low	Closed	TTR Missed: No	1.24
INC000000444459	Jerri H Ivie	Network	None	None	TIR Missed: No		0.00
Metro C Help Desk		Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000444477	Lewis Harris	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No		0.00
Rural South Desktop Support		Cole Gifford	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000444481	David Worthington	Network	None	None	TIR Missed: No		0.00
Metro C Desktop Support		Ken Knobel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000444486	Steven Fitzgerald	PC/Laptop	Virus	Symantec AntiVirus	TIR Missed: Yes		1.23
Rural South Desktop Support		Cole Gifford	Corrections	Low	Closed	TTR Missed: No	1.23
INC000000444511	Richard Fischer	None	None	Microsoft Windows XP Professic	TIR Missed: No		0.00
Metro C Help Desk		Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000444532	Michelle Bartlett	None	None	None	TIR Missed: No		0.00
Metro C Help Desk		Cliff Jensen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000444593	Dennis Franklin	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No		0.00
Metro C Help Desk		Cliff Jensen	Corrections	Low	Closed	TTR Missed: No	0.00

Corrections

INC000000444605	Diana Mauritz	None	None	None	TIR Missed: No	0.00
	Metro C Desktop Support	Tammy Black	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000444690	Jeffery Gainey	PC/Laptop	Performance	None	TIR Missed: Yes	1.06
	Metro C Desktop Support	Tammy Black	Corrections	Low	Closed	TTR Missed: No	5.33
INC000000444720	Eldon B Miller	PC/Laptop	Hardware	Microsoft Windows XP Professio	TIR Missed: No	0.00
	Rural South Desktop Support	Cole Gifford	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000444746	Brian J Smith	Print/Copy/Scan/Fax	None	None	TIR Missed: No	0.00
	Metro C Desktop Support	Troy Buchanan	Corrections	Low	Closed	TTR Missed: No	1.38
INC000000444815	Patricia Goss	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.29
	Metro C Desktop Support	Troy Buchanan	Corrections	Low	Closed	TTR Missed: No	0.29
INC000000444831	Jerry Jensen	PC/Laptop	None	None	TIR Missed: No	0.17
	Metro C Desktop Support	Chad D Fowers	Corrections	Low	Closed	TTR Missed: No	0.17
INC000000444858	Linda McLelland	None	None	Operations Management Syster	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000444931	Dorothy Spendlove	Application	Error	Offender Tracking	TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000444978	Elizabeth A Smith	Application	None	Inmate Phones	TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000444996	Elizabeth A Smith	Application	Error	Internet Explorer	TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000445018	Dorothy Spendlove	None	None	None	TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Corrections	Low	Closed	TTR Missed: No	0.55
INC000000445043	Russ Armstrong	Application	Error	Offender Tracking	TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed: No	
INC000000445048	Darren Swain	PC/Laptop	Hardware	None	TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000445132	Ashlea Anderson	None	None	Navision Offender and Recipien	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000445165	Dirk A Wilkinson	PC/Laptop	Virus	None	TIR Missed: No	0.50
	Metro C Desktop Support	Ed Radke	Corrections	Low	Closed	TTR Missed: No	2.12
INC000000445184	David Pulsipher	Application	Error	Adobe Acrobat	TIR Missed: No	0.49
	Metro C Desktop Support	Chad D Fowers	Corrections	Low	Closed	TTR Missed: No	0.49
INC000000445240	Charles Hobbs	Application	Error	Navision Offender and Recipien	TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed: No	

Corrections

Incident	Requester	Category	Type	Item	TIR Missed		Time
INC000000445268	Channa Anderson	None	None	Novell GroupWise	TIR Missed: No		0.33
	Application Services	Tony Larsen	Corrections	Low	Closed	TTR Missed: No	6.00
INC000000445279	Emroy Byington	None	None	Navision Offender and Recipien	TIR Missed: No		0.00
	Metro C Help Desk	Ross Owen	Corrections	Low	Closed	TTR Missed: No	
INC000000445284	Kevin Sorensen	Network	Error	None	TIR Missed: No		0.00
	Rural North Desktop Support	Kim Ratushniak	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000445287	Geraldine Schmidt	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No		0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000445325	Denise Shepherd	Network	None	None	TIR Missed: No		0.00
	Metro C Help Desk	Ross Owen	Corrections	Low	Closed	TTR Missed: Yes	8.73
INC000000445345	Sherri Kielsmeier	PC/Laptop	None	None	TIR Missed: No		0.00
	Metro C Desktop Support	Troy Buchanan	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000445365	Mark Ziolkowski	Print/Copy/Scan/Fax	None	None	TIR Missed: No		0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000445494	Judy Ann Janes	Mainframe	Password	BlueZone	TIR Missed: No		0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000445510	Lori Wagner	Application	Error	ZENworks for Desktops	TIR Missed: No		0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000445512	Lori Wagner	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No		0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000445513	Taylor Snarr	Network	None	None	TIR Missed: No		0.31
	Metro C Desktop Support	Chad D Fowers	Corrections	Low	Closed	TTR Missed: No	0.78
INC000000445522	Jim Ingle Jr	Telecom	None	Telephone	TIR Missed: Yes		2.15
	Voice Operations	Romanza Hamblin	Corrections	Low	Closed	TTR Missed: No	2.15
INC000000445536	Robert Jensen	PC/Laptop	Hardware	None	TIR Missed: No		0.00
	Rural South Desktop Support	Cole Gifford	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000445544	Geraldine Schmidt	Print/Copy/Scan/Fax	None	None	TIR Missed: No		0.05
	Metro C Desktop Support	Tammy Black	Corrections	Low	Closed	TTR Missed: No	0.05
INC000000445546	Susan Brown	Application	Error	Internet Explorer	TIR Missed: No		0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000445548	Judy Ann Janes	Application	Error	Novell GroupWise	TIR Missed: No		0.00
	Metro C Help Desk	Ross Owen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000445580	Kathy Memmott	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No		0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed: No	0.00

Corrections

INC000000445582	Valarie Cassity	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.00
Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000445587	Kathy Memmott	Application	Error	ZENworks for Desktops		TIR Missed: No	0.00
Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000445600	Sheri Nelson	Network	None	None		TIR Missed: No	0.00
Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000445616	Jayme Marshall	None	None	None		TIR Missed: No	0.00
Metro C Help Desk	Ross Owen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000445633	Valerie Hayes	None	None	None		TIR Missed: No	0.00
Metro C Desktop Support	Chad D Fowers	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000445653	Kimbra Flanders	None	None	None		TIR Missed: No	0.00
Metro C Help Desk	Ross Owen	Corrections	Low	Closed	TTR Missed: No	0.06
INC000000445694	Debbie Duncan	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
Metro C Help Desk	Ross Owen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000445696	Teresa Bateman	None	None	None		TIR Missed: No	0.00
Metro C Help Desk	Ross Owen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000445753	Wade Allinson	Application	Error	Sex Offender Notification and R	TIR Missed: No	0.00
Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000445755	Kyle Andersen	None	None	None		TIR Missed: No	0.00
Metro C Help Desk	Ross Owen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000445821	Leslie Peterson	Application	Error	Internet Explorer		TIR Missed: No	0.00
Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000445900	Jared Cass	Application	Error	Offender Tracking		TIR Missed: No	0.00
Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000446128	Kerry Galetka	Application	Error	ZENworks for Desktops		TIR Missed: No	0.00
Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000446152	Julie Wardle	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.27
Metro C Desktop Support	Troy Buchanan	Corrections	Low	Closed	TTR Missed: No	3.47
INC000000446157	Samuel White	Application	Error	ZENworks for Desktops		TIR Missed: No	0.00
Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000446158	Samuel White	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000446174	Dennis Marsh	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed: No	0.00

Corrections

INC000000446189	Kerry Galetka	Network	Incident	None		TIR Missed: No	0.03
Metro C Help Desk		Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.15
INC000000446192	Iqbal Hossain	None	None	ZENworks for Desktops		TIR Missed: No	0.00
Metro C Help Desk		Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000446198	Willie Wouden	PC/Laptop	None	None		TIR Missed: No	0.00
Metro C Desktop Support		Troy Buchanan	Corrections	Low	Closed	TTR Missed: No	4.81
INC000000446212	Mike Gray	Network	Incident	None		TIR Missed: No	0.74
Metro C Desktop Support		Ed Radke	Corrections	Low	Closed	TTR Missed: No	0.74
INC000000446231	Joel Ricks	Network	None	None		TIR Missed: No	0.00
Metro C Desktop Support		Troy Buchanan	Corrections	Low	Closed	TTR Missed: No	1.00
INC000000446246	Robert Maughan	Network	None	None		TIR Missed: No	0.00
Metro C Desktop Support		Troy Buchanan	Corrections	Low	Closed	TTR Missed: No	2.41
INC000000446247	Ann Ford	PC/Laptop	None	None		TIR Missed: No	0.02
Metro C Desktop Support		Tammy Black	Corrections	Low	Closed	TTR Missed: No	0.02
INC000000446250	Stephen Moore	Network	None	None		TIR Missed: No	0.00
Metro C Desktop Support		Troy Buchanan	Corrections	Low	Closed	TTR Missed: No	2.86
INC000000446285	Paul Truelson	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Metro C Help Desk		Cliff Jensen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000446329	Jeff Wilson	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Metro C Help Desk		Cliff Jensen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000446356	Denise Guerrero	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.17
Metro C Desktop Support		Ed Radke	Corrections	Low	Closed	TTR Missed: Yes	8.93
INC000000446396	Valerie Hayes	None	None	None		TIR Missed: No	0.00
Metro C Help Desk		Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000446407	Dave Bingham	None	None	None		TIR Missed: No	0.00
Metro C Help Desk		Cliff Jensen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000446425	Debra James	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.00
Metro C Help Desk		Ross Owen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000446468	Dean Hamilton	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Rural North Desktop Support		Ruston McKay	Corrections	Low	Closed	TTR Missed: No	1.36
INC000000446480	Sandra Fitzsimmons	None	None	None		TIR Missed: No	0.00
Rural North Desktop Support		Ruston McKay	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000446488	Julie Matson	Application	Error	ZENworks for Desktops		TIR Missed: No	0.00
Metro C Help Desk		Cliff Jensen	Corrections	Low	Closed	TTR Missed: No	0.00

Corrections

INC000000446571	Michael Little	None	None	Jail Executive Management Sys	TIR Missed:	No	0.00
Metro C Help Desk	Ross Owen	Corrections	Low	Closed	TTR Missed:	No	0.00
INC000000446573	Gene Tabish	None	None	Jail Executive Management Sys	TIR Missed:	No	0.00
Metro C Help Desk	Ross Owen	Corrections	Low	Closed	TTR Missed:	No	0.00
INC000000446584	Ashlea Anderson	Network	None	None	TIR Missed:	No	0.00
Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed:	No	0.00
INC000000446601	Del Honeycutt	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
Metro C Help Desk	Ross Owen	Corrections	Low	Closed	TTR Missed:	No	0.00
INC000000446606	Holli Simmonds	Wireless Connectivity	Error	None	TIR Missed:	No	0.28
Metro C Desktop Support	Tammy Black	Corrections	Low	Closed	TTR Missed:	No	3.82
INC000000446617	Irvin Hale	None	None	None	TIR Missed:	No	0.00
Rural Central Desktop Support	Paul Petersen	Corrections	Low	Closed	TTR Missed:	No	0.01
INC000000446637	Jerry Jensen	None	None	None	TIR Missed:	No	0.00
Metro C Desktop Support	Chad D Fowers	Corrections	Low	Closed	TTR Missed:	No	0.00
INC000000446693	Cal Welch	Network	None	None	TIR Missed:	No	0.00
Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed:	No	0.00
INC000000446702	Brittney McIntyre	Application	Error	ZENworks for Desktops	TIR Missed:	No	0.00
Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed:	No	0.00
INC000000446717	Henry Milian	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
Metro C Help Desk	Ross Owen	Corrections	Low	Closed	TTR Missed:	No	0.00
INC000000446719	Brandon Morrill	PC/Laptop	Hardware	None	TIR Missed:	No	0.00
Rural South Desktop Support	Cheri Oldham	Corrections	Low	Closed	TTR Missed:	No	0.00
INC000000446725	Kardell Rasmussen	Print/Copy/Scan/Fax	Incident	None	TIR Missed:	No	0.00
Rural South Desktop Support	Cheri Oldham	Corrections	Low	Closed	TTR Missed:	No	0.00
INC000000446733	Julie Shelton	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed:	No	0.00
INC000000446748	Michael Manning	None	None	None	TIR Missed:	No	0.00
Rural North Desktop Support	Ruston McKay	Corrections	Low	Closed	TTR Missed:	No	0.00
INC000000446867	Susan Brown	Application	Error	Offender Tracking	TIR Missed:	No	0.00
Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed:	No	0.00
INC000000446917	Lynda Hamilton	Application	None	Offender Tracking	TIR Missed:	No	0.05
Metro C Help Desk	Ross Owen	Corrections	Low	Closed	TTR Missed:	No	0.22
INC000000447024	Steve Green	None	None	ZENworks for Desktops	TIR Missed:	No	0.00
Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed:	No	0.00

Corrections

INC000000447029	Brian Strong	Network	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000447033	Taylor Snarr	None	None	None		TIR Missed: No	0.00
	Metro C Desktop Support	Chad D Fowers	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000447035	Taylor Snarr	None	None	None		TIR Missed: No	0.00
	Metro C Desktop Support	Chad D Fowers	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000447054	Kay Gudmundson	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Chris Olson	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000447061	Elizabeth O Smith	None	None	Novell GroupWise		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000447066	Al Whitehorse	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Chris Olson	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000447072	George Craven	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Chris Olson	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000447081	Curtis Hampton	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.44
	Metro C Desktop Support	Ed Radke	Corrections	Low	Closed	TTR Missed: No	3.04
INC000000447084	Dennis Marsh	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Chris Olson	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000447092	Marianne Hall	Application	None	Internet Explorer		TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Corrections	Low	Closed	TTR Missed: No	3.82
INC000000447097	Kelly Willey	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Chris Olson	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000447119	Karl Powell	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000447145	Kody Floyd	Application	None	ZENworks for Desktops		TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Corrections	Low	Closed	TTR Missed: No	3.32
INC000000447157	Tammie Woolsey	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000447281	Damon Parcell	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000447291	Rick Maes	Application	Error	Offender Tracking		TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000447310	Holly Mageras	Application	Error	ZENworks for Desktops		TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed: No	0.00

Corrections

Incident	Name	Category	Type	Item	TIR Missed		Time
INC000000447471	Jackie Pino	Application	None	ZENworks for Desktops	TIR Missed: No		0.16
	Rural Central Desktop Support	Paul Petersen	Corrections	Low	Closed	TTR Missed: No	2.93
INC000000447677	Jeremy Jeppson	Application	Error	Offender Tracking	TIR Missed: No		0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000447687	Gina Jones	None	None	None	TIR Missed: No		0.00
	Rural Central Desktop Support	Ron LeBaron	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000447732	Sandra Fitzsimmons	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No		0.00
	Rural North Desktop Support	Ruston McKay	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000447769	Jeffery G Hansen	Network	Performance	None	TIR Missed: Yes		1.20
	Metro C Help Desk	Ross Owen	Corrections	Low	Closed	TTR Missed: No	1.20
INC000000447845	Elissa Duckworth	None	None	None	TIR Missed: No		0.00
	Rural South Desktop Support	Julie Christensen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000447847	Jeremy Jeppson	PC/Laptop	Error	None	TIR Missed: No		0.10
	Help Desk	Vicky Marrelli	Corrections	Low	Closed	TTR Missed: No	0.12
INC000000447850	Steven Lund	None	None	None	TIR Missed: No		0.00
	Rural South Desktop Support	Julie Christensen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000447854	Dolores Lamb	None	None	None	TIR Missed: No		0.00
	Rural South Desktop Support	Julie Christensen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000447866	Lori Stratton	PC/Laptop	Hardware	None	TIR Missed: No		0.00
	Rural South Desktop Support	Cole Gifford	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000447876	John Oseguera	PC/Laptop	None	None	TIR Missed: No		0.00
	Help Desk	Vicky Marrelli	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000447937	Sandra Fitzsimmons	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No		0.00
	Rural North Desktop Support	Ruston McKay	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000447941	Kyle B Larson	Network	None	None	TIR Missed: No		0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000447949	Gina Proctor	Network	None	None	TIR Missed: No		0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000448067	Leeann Dunford	Application	None	Microsoft Windows XP Professic	TIR Missed: No		0.00
	Rural Central Desktop Support	Paul Petersen	Corrections	Low	Closed	TTR Missed: No	0.26
INC000000448089	David Worthington	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No		0.12
	Metro C Desktop Support	Chad D Fowers	Corrections	Low	Closed	TTR Missed: No	1.94
INC000000448096	Rick Maes	None	None	Offender Tracking	TIR Missed: No		0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	

Corrections

INC000000448167	Brian Strong	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed:	No	0.00
INC000000448230	Andy Hunt	None	None	Microsoft Word	TIR Missed:	No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed:	No	0.00
INC000000448284	Vicki Denbow	Application	Error	Internet Explorer	TIR Missed:	No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed:	No	0.00
INC000000448336	Shad Anderson	None	None	ZENworks for Desktops	TIR Missed:	No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed:	No	0.00
INC000000448344	Mindy Usher	None	None	PGP	TIR Missed:	No	0.71
	Metro C Desktop Support	Ken Knobel	Corrections	Low	Closed	TTR Missed:	No	2.10
INC000000448378	Brian Strong	Application	Error	ZENworks for Desktops	TIR Missed:	No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed:	No	0.00
INC000000448502	Marc Owens	Application	None	Inmate Phones	TIR Missed:	No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed:	No	0.00
INC000000448611	Steven Lund	None	None	None	TIR Missed:	No	0.00
	Rural South Desktop Support	Julie Christensen	Corrections	Low	Closed	TTR Missed:	No	0.00
INC000000448647	Wilma Ashley	Print/Copy/Scan/Fax	None	None	TIR Missed:	No	0.05
	Metro C Help Desk	Ross Owen	Corrections	Low	Closed	TTR Missed:	No	0.59
INC000000448687	Ron France	None	None	None	TIR Missed:	No	0.00
	Metro C Help Desk	Ross Owen	Corrections	Low	Closed	TTR Missed:	No	0.00
INC000000448725	Denise Shepherd	Network	Incident	None	TIR Missed:	No	0.00
	Metro C Help Desk	Ross Owen	Corrections	Low	Closed	TTR Missed:	No	0.00
INC000000448790	Gerit Asay	Network	None	None	TIR Missed:	No	0.00
	Metro C Desktop Support	Troy Buchanan	Corrections	Low	Closed	TTR Missed:	No	0.00
INC000000448794	Clinton Hansen	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed:	No	0.00
INC000000448804	Clinton Hansen	None	None	ZENworks for Desktops	TIR Missed:	No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed:	No	0.00
INC000000448811	Bridgette Bowman	None	None	Novell GroupWise	TIR Missed:	No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed:	No	0.00
INC000000448815	Mark Hugentobler	PC/Laptop	Hardware	None	TIR Missed:	No	0.00
	Rural South Desktop Support	Cole Gifford	Corrections	Low	Closed	TTR Missed:	No	0.00
INC000000448816	Linda McLelland	Network	None	None	TIR Missed:	No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed:	No	0.00

Corrections

INC000000448821	Stacy Willden	PC/Laptop	Hardware	None		TIR Missed: No	0.00
Rural South Desktop Support		Cole Gifford	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000448844	Joshua Randall	Network	None	None		TIR Missed: No	0.00
Metro C Help Desk		Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000448851	Kyle B Larson	Network	None	None		TIR Missed: No	0.00
Metro C Help Desk		Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000448863	Jeff Wilson	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Metro C Help Desk		Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000448883	Jennifer Payne	None	None	None		TIR Missed: No	0.00
Metro C Desktop Support		Tammy Black	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000448974	Wilfredo Sanchez	PC/Laptop	Error	None		TIR Missed: No	0.06
Metro C Help Desk		Chris Olson	Corrections	Low	Closed	TTR Missed: No	0.06
INC000000449010	Tara Clanton	None	None	Utah Department of Corrections		TIR Missed: No	0.00
Metro C Help Desk		Ross Owen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000449012	Marsha Surgeon	PC/Laptop	Hardware	None		TIR Missed: No	0.00
Rural North Desktop Support		Kim Ratushniak	Corrections	Low	Closed	TTR Missed: No	0.49
INC000000449019	Steven Lund	Application	Error	Internet Explorer		TIR Missed: No	0.00
Metro C Help Desk		Ross Owen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000449042	Scott Yaeger	PC/Laptop	Hardware	None		TIR Missed: No	0.00
Rural South Desktop Support		Cole Gifford	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000449051	Josh Watson	Network	None	Utah Master Directory		TIR Missed: No	0.68
Capitol Hosting		Kyle Burkhardt	Corrections	Low	Closed	TTR Missed: No	0.68
INC000000449111	Sherry Kesler	PC/Laptop	None	None		TIR Missed: No	0.21
Metro C Desktop Support		Ed Radke	Corrections	Low	Closed	TTR Missed: No	1.54
INC000000449170	Kyle B Larson	None	None	None		TIR Missed: No	0.00
Metro C Help Desk		Ross Owen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000449184	Richard Brown	Network	None	None		TIR Missed: No	0.00
Metro C Help Desk		Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000449229	Audrey Caudill	Network	None	None		TIR Missed: No	0.02
Change Management Change Cool	Dana McDonald		Corrections	Low	Closed	TTR Missed: No	0.02
INC000000449231	Valerie Hayes	None	None	None		TIR Missed: No	0.00
Metro C Desktop Support		Chad D Fowers	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000449261	Judy Ann Janes	None	None	Offender Tracking		TIR Missed: No	0.00
Metro C Help Desk		Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00

Corrections							

INC000000449269	Dianna Lott	None	None	None		TIR Missed: No	0.00
Rural Central Desktop Support	Ron LeBaron	Corrections		Low	Closed	TTR Missed: No	0.00
INC000000449277	Glenda Torgerson	Application	Error	Internet Explorer		TIR Missed: No	0.00
Metro C Help Desk	Ross Owen	Corrections		Low	Closed	TTR Missed: No	0.00
INC000000449329	Steven Lund	None	None	None		TIR Missed: No	0.00
Metro C Help Desk	Ross Owen	Corrections		Low	Closed	TTR Missed: No	0.00
INC000000449348	Scott West	PC/Laptop	Virus	None		TIR Missed: No	0.00
Metro C Help Desk	Ross Owen	Corrections		Low	Closed	TTR Missed: No	
INC000000449357	Kathy Scott	None	None	None		TIR Missed: No	0.00
Metro C Help Desk	Ross Owen	Corrections		Low	Closed	TTR Missed: No	0.00
INC000000449469	Mark Ziolkowski	Network	None	None		TIR Missed: No	0.00
Metro C Desktop Support	Troy Buchanan	Corrections		Low	Closed	TTR Missed: No	0.00
INC000000449487	Steve Yeates	None	None	Novell GroupWise		TIR Missed: Yes	3.13
Application Services	Paul Lundell	Corrections		Low	Closed	TTR Missed: No	3.33
INC000000449492	Sherry Sorensen	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Metro C Help Desk	Reed Stohel	Corrections		Low	Closed	TTR Missed: No	0.00
INC000000449540	Wendy Horlacher	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Metro C Help Desk	Cliff Jensen	Corrections		Low	Closed	TTR Missed: No	0.00
INC000000449594	Randall Honey	Network	None	None		TIR Missed: No	0.00
Metro C Help Desk	Reed Stohel	Corrections		Low	Closed	TTR Missed: No	0.00
INC000000449625	Russ Armstrong	PC/Laptop	Virus	None		TIR Missed: No	0.40
Metro C Desktop Support	Troy Buchanan	Corrections		Low	Closed	TTR Missed: No	1.45
INC000000449726	Andrew Bowers	None	None	None		TIR Missed: No	0.00
Metro C Help Desk	Ross Owen	Corrections		Low	Closed	TTR Missed: No	0.00
INC000000449734	Robert L Hill	Application	Error	Internet Explorer		TIR Missed: No	0.00
Metro C Help Desk	Reed Stohel	Corrections		Low	Closed	TTR Missed: No	0.00
INC000000449748	Tawnya Nicholes	Network	Incident	None		TIR Missed: No	0.26
Metro C Desktop Support	Troy Buchanan	Corrections		Low	Closed	TTR Missed: No	2.65
INC000000449762	Michelle Bartlett	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.11
Metro C Desktop Support	Ken Knobel	Corrections		Low	Closed	TTR Missed: No	0.11
INC000000449828	Kelly R Preece	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Metro C Help Desk	Cliff Jensen	Corrections		Low	Closed	TTR Missed: No	0.00
INC000000449842	Dustin Veater	None	None	Novell GroupWise		TIR Missed: No	0.00
Metro C Help Desk	Ross Owen	Corrections		Low	Closed	TTR Missed: No	0.00

Corrections

INC000000449878	Don Carpenter	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000449895	Kellie Jo Pack	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000449896	Mike Hansen	None	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000449907	Mike Hansen	Telecom	Call/Receive	Telephone	TIR Missed: No	0.27
	Voice Operations	Romanza Hamblin	Corrections	Low	Closed	TTR Missed: No	0.27
INC000000449910	Nancy Howard	Application	Error	Internet Explorer	TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000449912	Kristy F Nielson	None	None	Microsoft Excel	TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000449924	Tara Dewitt	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000449946	Tara Dewitt	None	None	Microsoft Windows XP Professic	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000449947	Lynda Roberts	None	None	Novell GroupWise	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000449993	Teresa Bateman	None	None	iPhone	TIR Missed: Yes	1.82
	Application Services	Danielle Hood	Corrections	Low	Closed	TTR Missed: No	2.06
INC000000450033	Darrell Meier	Network	None	None	TIR Missed: No	0.61
	Metro C Hosting	Robert England	Corrections	Low	Closed	TTR Missed: No	0.61
INC000000450034	Don Carpenter	Application	Error	Microsoft Excel	TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000450056	Craig Bennett	Wireless Connectivity	Error	None	TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000450158	David Pulsipher	None	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000450167	Thomas Romero	PC/Laptop	None	None	TIR Missed: No	0.00
	Metro C Desktop Support	Troy Buchanan	Corrections	Low	Closed	TTR Missed: No	1.78
INC000000450209	Christopher Kishiyama	PC/Laptop	Performance	None	TIR Missed: No	0.90
	Metro C Desktop Support	Tammy Black	Corrections	Low	Closed	TTR Missed: No	0.90
INC000000450252	Kim Johnson	Application	Error	Novell GroupWise	TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Corrections	Low	Closed	TTR Missed: No	0.00

Corrections

INC000000450286	Denise Shepherd	Server	Error	None	TIR Missed: No	0.09
	Metro C Help Desk	Ross Owen	Corrections	Low	Closed	TTR Missed: No	0.09

| INC000000450375 | Brian Allgaier | Application | Error | Internet Explorer | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Reed Stohel | Corrections | Low | Closed | TTR Missed: No | 0.00 |

| INC000000450398 | Teresa Devey | Application | Error | Internet Explorer | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Reed Stohel | Corrections | Low | Closed | TTR Missed: No | 0.00 |

| INC000000450445 | Judy Hyde | None | None | None | TIR Missed: No | 0.00 |
| | Rural North Desktop Support | Ruston McKay | Corrections | Low | Closed | TTR Missed: No | 0.00 |

| INC000000450446 | Elizabeth O Smith | Network | None | None | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Reed Stohel | Corrections | Low | Closed | TTR Missed: No | 0.00 |

| INC000000450453 | Michael Manning | None | None | None | TIR Missed: No | 0.00 |
| | Rural North Desktop Support | Ruston McKay | Corrections | Low | Closed | TTR Missed: No | 0.00 |

| INC000000450461 | Kelly Willey | Print/Copy/Scan/Fax | None | None | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Reed Stohel | Corrections | Low | Closed | TTR Missed: No | 0.00 |

| INC000000450476 | Dorothy Spendlove | Telecom | Dial Tone | Telephone | TIR Missed: No | 0.15 |
| | Voice Operations | Kelly Johnson | Corrections | Low | Closed | TTR Missed: No | 0.48 |

| INC000000450501 | Meredith Biggs | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Reed Stohel | Corrections | Low | Closed | TTR Missed: No | 0.00 |

| INC000000450559 | Kody Floyd | Application | None | Microsoft Windows XP Professio | TIR Missed: No | 0.00 |
| | Rural Central Desktop Support | Paul Petersen | Corrections | Low | Closed | TTR Missed: No | 1.18 |

| INC000000450585 | Amanda V Robinson | None | None | None | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Reed Stohel | Corrections | Low | Closed | TTR Missed: No | 0.00 |

| INC000000450605 | David Rentmeister | PC/Laptop | Password | None | TIR Missed: No | 0.58 |
| | Metro C Desktop Support | Ed Radke | Corrections | Low | Closed | TTR Missed: Yes | 6.87 |

| INC000000450616 | James Duckworth | Application | Error | Offender Tracking | TIR Missed: No | 0.00 |
| | Rural North Desktop Support | Kim Ratushniak | Corrections | Low | Closed | TTR Missed: No | 0.00 |

| INC000000450620 | Judy Hyde | PC/Laptop | Hardware | None | TIR Missed: No | 0.00 |
| | Rural North Desktop Support | Kim Ratushniak | Corrections | Low | Closed | TTR Missed: No | 0.00 |

| INC000000450621 | Annette Hansen | Network | Incident | None | TIR Missed: No | 0.36 |
| | Metro C Desktop Support | Troy Buchanan | Corrections | Low | Closed | TTR Missed: No | 0.53 |

| INC000000450625 | Judy Hyde | Application | Error | State Payroll Time Entry System | TIR Missed: No | 0.00 |
| | Rural North Desktop Support | Kim Ratushniak | Corrections | Low | Closed | TTR Missed: No | 0.00 |

| INC000000450629 | Julie Matson | Application | Error | Internet Explorer | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Reed Stohel | Corrections | Low | Closed | TTR Missed: No | 0.00 |

Corrections

Incident	Name	Category	Type	Item			TIR/TTR Missed		Value
INC000000450640	Karen Prevedel	None	None	Offender Tracking			TIR Missed: No		0.00
	Metro C Help Desk	Ross Owen	Corrections		Low	Closed	TTR Missed: No		
INC000000450653	Kevin Tucker	Network	Password	Novell Client for 32-bit Windows			TIR Missed: No		0.00
	Metro C Help Desk	Cliff Jensen	Corrections		Low	Closed	TTR Missed: No		0.00
INC000000450706	Charles Mason	Network	None	None			TIR Missed: No		0.00
	Metro C Help Desk	Reed Stohel	Corrections		Low	Closed	TTR Missed: No		0.00
INC000000450728	Gene Tabish	Print/Copy/Scan/Fax	Incident	None			TIR Missed: No		0.52
	Metro C Desktop Support	Tammy Black	Corrections		Low	Closed	TTR Missed: No		1.04
INC000000450800	Judy Hyde	Application	Error	Novell GroupWise			TIR Missed: No		0.00
	Rural North Desktop Support	Kim Ratushniak	Corrections		Low	Closed	TTR Missed: No		0.00
INC000000450807	Judy Hyde	Application	Error	None			TIR Missed: No		0.00
	Rural North Desktop Support	Kim Ratushniak	Corrections		Low	Closed	TTR Missed: No		0.00
INC000000450809	Michael Manning	Application	Error	None			TIR Missed: No		0.00
	Rural North Desktop Support	Kim Ratushniak	Corrections		Low	Closed	TTR Missed: No		0.00
INC000000450811	Karen Prevedel	Application	Error	None			TIR Missed: No		0.00
	Rural North Desktop Support	Kim Ratushniak	Corrections		Low	Closed	TTR Missed: No		0.00
INC000000450814	Andy Billings	Application	Error	None			TIR Missed: No		0.00
	Rural North Desktop Support	Kim Ratushniak	Corrections		Low	Closed	TTR Missed: No		0.00
INC000000450817	Brock Treseder	Application	Error	None			TIR Missed: No		0.00
	Rural North Desktop Support	Kim Ratushniak	Corrections		Low	Closed	TTR Missed: No		0.00
INC000000450829	Katrina Berg	Application	Error	Offender Tracking			TIR Missed: No		0.00
	Metro C Help Desk	Cliff Jensen	Corrections		Low	Closed	TTR Missed: No		0.00
INC000000450879	Colleen Dieter	None	None	Jail Executive Management Sys			TIR Missed: No		0.00
	Metro C Help Desk	Ross Owen	Corrections		Low	Closed	TTR Missed: No		0.00
INC000000450880	Jason Webb	Network	Password	Novell Client for 32-bit Windows			TIR Missed: No		0.00
	Metro C Help Desk	Cliff Jensen	Corrections		Low	Closed	TTR Missed: No		0.00
INC000000451013	Orville Hastings	Application	Error	Internet Explorer			TIR Missed: No		0.00
	Metro C Help Desk	Cliff Jensen	Corrections		Low	Closed	TTR Missed: No		0.00
INC000000451023	Ruben Cervantes	Network	Incident	None			TIR Missed: No		0.05
	Metro C Desktop Support	Ed Radke	Corrections		Low	Closed	TTR Missed: No		2.51
INC000000451028	Michael Daras	None	None	None			TIR Missed: No		0.00
	Metro C Help Desk	Cliff Jensen	Corrections		Low	Closed	TTR Missed: No		0.00
INC000000451040	Rick Rasmussen	PC/Laptop	Hardware	None			TIR Missed: No		0.00
	Rural South Desktop Support	Cole Gifford	Corrections		Low	Closed	TTR Missed: No		0.00

Corrections

INC000000451048	Rick Rasmussen	PC/Laptop	Hardware	None	TIR Missed: No	0.00
	Rural South Desktop Support	Cole Gifford	Corrections	Low	Closed	TTR Missed: No	0.00

INC000000451053	Daniel Mills	PC/Laptop	Hardware	None	TIR Missed: No	0.00
	Rural South Desktop Support	Cole Gifford	Corrections	Low	Closed	TTR Missed: No	0.00

INC000000451067	John Derbidge	Network	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed: No	

INC000000451099	Donald Bittner	Application	Error	Microsoft Windows XP Professio	TIR Missed: No	0.00
	Rural South Desktop Support	Cole Gifford	Corrections	Low	Closed	TTR Missed: No	0.00

INC000000451142	Teresa Osborn	None	None	None	TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Corrections	Low	Closed	TTR Missed: No	

INC000000451173	Vicki Denbow	Application	Error	Internet Explorer	TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed: No	0.00

INC000000451188	Jared Freeman	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Corrections	Low	Closed	TTR Missed: No	0.00

INC000000451201	Jerry Jensen	None	None	iPhone	TIR Missed: No	0.21
	Application Services	Dustin Crump	Corrections	Low	Closed	TTR Missed: No	0.33

INC000000451204	Andy Billings	None	None	None	TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Corrections	Low	Closed	TTR Missed: No	0.00

INC000000451285	Tony Kissilles	PC/Laptop	None	None	TIR Missed: No	0.00
	Metro C Desktop Support	Chad D Fowers	Corrections	Low	Closed	TTR Missed: No	0.24

INC000000451359	Renee S Springman	Application	Error	ZENworks for Desktops	TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed: No	0.00

INC000000451366	Charlene Burningham	Application	Error	Internet Explorer	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00

INC000000451385	Joe Hughes	Application	Error	Inmate Phones	TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed: No	0.00

INC000000451429	Emroy Byington	None	None	Interstate Compact Offender Tra	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00

INC000000451439	Gavin Stewart	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00

INC000000451448	Andy Billings	None	None	None	TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Corrections	Low	Closed	TTR Missed: No	0.00

INC000000451462	Wendy Campbell	Application	Error	ZENworks for Desktops	TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed: No	0.00

Corrections

INC000000451470	Wendy Campbell	Network	None	None		TIR Missed:	No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed:	No	0.00
INC000000451492	Linda McLelland	Application	Error	None		TIR Missed:	No	0.23
	Metro C Desktop Support	Tammy Black	Corrections	Low	Closed	TTR Missed:	No	0.36
INC000000451525	Richard Brown	EIS Hardware	None	None		TIR Missed:	No	0.36
	Strategic Communications	Dennis Rogers	Corrections	Low	Closed	TTR Missed:	Yes	6.42
INC000000451654	David Ferry	None	None	ZENworks for Desktops		TIR Missed:	No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed:	No	0.00
INC000000451683	Lynda Hamilton	Telecom	None	Telephone		TIR Missed:	No	0.11
	Voice Operations	Romanza Hamblin	Corrections	Low	Closed	TTR Missed:	No	0.18
INC000000451691	Doug Craner	None	None	None		TIR Missed:	No	0.00
	Rural North Desktop Support	Ruston McKay	Corrections	Low	Closed	TTR Missed:	No	0.00
INC000000451693	Brock Treseder	None	None	None		TIR Missed:	No	0.00
	Rural North Desktop Support	Ruston McKay	Corrections	Low	Closed	TTR Missed:	No	0.00
INC000000451723	Bruce Burnham	Application	Error	ZENworks for Desktops		TIR Missed:	No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed:	No	0.00
INC000000451727	Scott Ellett	Application	Password	Utah Department of Corrections	TIR Missed:	No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed:	No	0.00
INC000000451733	Angela Symonds	Application	Password	Utah Department of Corrections	TIR Missed:	No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed:	No	0.00
INC000000451744	Joni Trujillo	Application	Error	Internet Explorer		TIR Missed:	No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed:	No	0.00
INC000000451783	Craig Greenberg	Print/Copy/Scan/Fax	None	None		TIR Missed:	No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed:	No	0.00
INC000000451787	Brett Pace	PC/Laptop	Hardware	None		TIR Missed:	No	0.09
	Metro C Desktop Support	Chad D Fowers	Corrections	Low	Closed	TTR Missed:	No	3.38
INC000000451793	Joseph Tryon	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed:	No	0.00
INC000000451818	Joseph Tryon	PC/Laptop	None	None		TIR Missed:	No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed:	No	0.00
INC000000451845	Daniel D Gomez	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed:	No	0.00
INC000000451944	Kellie Jo Pack	None	None	Novell Client for 32-bit Windows	TIR Missed:	No	0.96
	Metro C Desktop Support	Ed Radke	Corrections	Low	Closed	TTR Missed:	Yes	19.67

Corrections

INC000000451951	Renee S Springman	Network	Incident	None		TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000451964	Anna Dee Gould	Application	Error	Internet Explorer		TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000451981	Chet Bateman	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000452008	John Derbidge	Application	None	ZENworks for Desktops		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000452095	Kyle B Larson	Application	Error	Internet Explorer		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000452142	Jaime Christensen	None	None	Inmate Phones		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000452165	Emily McRoberts	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.21
	Rural North Desktop Support	Neil Smedley	Corrections	Low	Closed	TTR Missed: No	0.21
INC000000452173	Betty Kingsford	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000452192	Jerry Jensen	PC/Laptop	None	None		TIR Missed: No	0.03
	Metro C Desktop Support	Chad D Fowers	Corrections	Low	Closed	TTR Missed: No	2.06
INC000000452194	Eric Johnson	PC/Laptop	Error	None		TIR Missed: No	0.62
	Metro C Desktop Support	Troy Buchanan	Corrections	Low	Closed	TTR Missed: No	4.43
INC000000452201	Renee S Springman	None	None	Microsoft Windows 7		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000452228	Charlene Lopez	PC/Laptop	Hardware	None		TIR Missed: No	0.27
	Metro C Desktop Support	Tammy Black	Corrections	Low	Closed	TTR Missed: No	1.64
INC000000452238	Jan Curnutt	Application	Error	Internet Explorer		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000452264	Dane Thurston	None	None	None		TIR Missed: No	0.00
	Rural South Desktop Support	Julie Christensen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000452311	Mark Perschon	Application	Error	Internet Explorer		TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000452324	Mary Brockbrader	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000452331	Rachel Willmore	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Corrections	Low	Closed	TTR Missed: No	0.00

Corrections

Incident	Name	Category	Type	Item	TIR/TTR Missed	Value
INC000000452334	Don Carpenter	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000452368	Joe Hughes	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000452379	Harvey VanKatwyk	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000452382	Vicki Denbow	Application	Error	Internet Explorer	TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000452477	Charles Ovalle	Application	Error	Offender Tracking	TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000452505	Bruce Fordham	Network	None	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Corrections	Low	Closed	TTR Missed: No	1.00
INC000000452528	Valerie Willden	PC/Laptop	Hardware	None	TIR Missed: No	0.00
	Rural South Desktop Support	Cole Gifford	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000452530	Melissa Maxwell	PC/Laptop	Hardware	None	TIR Missed: No	0.00
	Rural South Desktop Support	Cole Gifford	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000452533	Melissa Maxwell	PC/Laptop	Performance	None	TIR Missed: No	0.00
	Rural South Desktop Support	Cole Gifford	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000452540	Shianne Conover	None	None	ZENworks for Desktops	TIR Missed: Yes	1.31
	Metro C Desktop Support	Troy Buchanan	Corrections	Low	Closed	TTR Missed: No	1.32
INC000000452639	Barb Floyd	Application	Error	Internet Explorer	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000452679	Mica White	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000452687	Joseph Tryon	Network	Password	Offender Tracking	TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000452800	Peggy Pectol	None	None	Novell GroupWise	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000452828	Sherri Kielsmeier	None	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000452857	Gerit Asay	None	None	Microsoft Windows XP Professi	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000452876	Heidi Johnson	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed: No	0.00

Corrections

INC000000452878	Kyle B Larson	Application	Error	Navision Offender and Recipien	TIR Missed:	No		0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed:	No	0.00
INC000000452879	Colleen Puett	Print/Copy/Scan/Fax	Error Code	None	TIR Missed:	No		0.00
	Rural South Desktop Support	Cole Gifford	Corrections	Low	Closed	TTR Missed:	No	0.00
INC000000452897	Steven Pyper	Network	Password	Novell ConsoleOne	TIR Missed:	No		0.00
	Rural South Desktop Support	Cole Gifford	Corrections	Low	Closed	TTR Missed:	No	0.00
INC000000452912	James Chipp	PC/Laptop	Hardware	None	TIR Missed:	No		0.06
	Metro C Desktop Support	Chad D Fowers	Corrections	Low	Closed	TTR Missed:	No	1.29
INC000000452959	Gaye Keene	None	None	Offender Tracking	TIR Missed:	No		0.00
	Metro C Help Desk	Ross Owen	Corrections	Low	Closed	TTR Missed:	No	
INC000000452968	Kevin Sorensen	Print/Copy/Scan/Fax	Incident	None	TIR Missed:	No		0.00
	Rural North Desktop Support	Kim Ratushniak	Corrections	Low	Closed	TTR Missed:	No	0.00
INC000000452996	Dave Bingham	None	None	Utah Department of Corrections	TIR Missed:	No		0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed:	No	0.00
INC000000452998	Michael C Tracy	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No		0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed:	No	0.00
INC000000453061	Teresa Bateman	Telecom	Call Management	Telephone	TIR Missed:	No		0.63
	Voice/Data/WAN Services	Greg Blessing	Corrections	Low	Closed	TTR Missed:	No	0.63
INC000000453064	Kelly Willey	None	None	Microsoft Windows XP Professio	TIR Missed:	No		0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed:	No	0.00
INC000000453077	Teresa Osborn	None	None	Offender Tracking	TIR Missed:	No		0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed:	No	0.00
INC000000453090	Henry Milian	None	None	Offender Tracking	TIR Missed:	No		0.00
	Metro C Help Desk	Ross Owen	Corrections	Low	Closed	TTR Missed:	No	4.56
INC000000453174	London Stromberg	None	None	None	TIR Missed:	No		0.00
	Metro C Desktop Support	Chad D Fowers	Corrections	Low	Closed	TTR Missed:	No	0.00
INC000000453237	Raylene Payne	Application	Error	Novell GroupWise	TIR Missed:	No		0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed:	No	0.00
INC000000453430	Scott West	Network	Password	None	TIR Missed:	No		0.00
	Metro C Desktop Support	Troy Buchanan	Corrections	Low	Closed	TTR Missed:	No	0.00
INC000000453431	Chad Bray	Network	Password	None	TIR Missed:	No		0.00
	Metro C Desktop Support	Troy Buchanan	Corrections	Low	Closed	TTR Missed:	No	0.00
INC000000453432	Austin J Obray	Network	Password	None	TIR Missed:	No		0.00
	Metro C Desktop Support	Troy Buchanan	Corrections	Low	Closed	TTR Missed:	No	0.00

Corrections

INC000000453437	Annette Hansen	PC/Laptop	None	None		TIR Missed: No		0.00
	Metro C Desktop Support	Troy Buchanan	Corrections	Low	Closed	TTR Missed: No		0.00
INC000000453445	Danny Hutchings	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No		0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No		0.00
INC000000453463	Jenn Fitzgerald	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No		0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No		0.00
INC000000453465	Preston Kay	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No		0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed: No		0.00
INC000000453498	Travis Dimick	PC/Laptop	Hardware	None		TIR Missed: No		0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed: No		0.00
INC000000453519	Al Whitehorse	Application	Error	Internet Explorer		TIR Missed: No		0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No		0.00
INC000000453520	David Rentmeister	Application	Password	Utah Master Directory		TIR Missed: No		0.16
	Help Desk	Julie VanBeekum	Corrections	Low	Closed	TTR Missed: No		0.21
INC000000453534	Travis Dimick	Network	None	None		TIR Missed: No		0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No		0.00
INC000000453538	R. Scott Hall	Network	Password	None		TIR Missed: No		0.00
	Metro C Desktop Support	Troy Buchanan	Corrections	Low	Closed	TTR Missed: No		2.95
INC000000453575	Shane Wade	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No		0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No		0.00
INC000000453592	Eric Price	Network	None	None		TIR Missed: No		0.00
	Rural Central Desktop Support	Paul Petersen	Corrections	Low	Closed	TTR Missed: No		0.28
INC000000453597	Kirk Moncrief	Network	None	None		TIR Missed: No		0.00
	Rural Central Desktop Support	Paul Petersen	Corrections	Low	Closed	TTR Missed: No		0.25
INC000000453651	Travis Dimick	None	None	None		TIR Missed: No		0.92
	Metro C Desktop Support	Troy Buchanan	Corrections	Low	Closed	TTR Missed: No		1.24
INC000000453674	Michael Manning	None	None	Offender Tracking		TIR Missed: No		0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No		0.00
INC000000453682	Jim Ingle Jr	None	None	Offender Tracking		TIR Missed: No		0.00
	Metro C Help Desk	Ross Owen	Corrections	Low	Closed	TTR Missed: No		0.43
INC000000453686	David Olive	None	None	Offender Tracking		TIR Missed: No		0.00
	Metro C Help Desk	Ross Owen	Corrections	Low	Closed	TTR Missed: No		0.00
INC000000453708	Renee S Springman	Application	Error	None		TIR Missed: No		0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed: No		0.00

Corrections

Incident	Name	Type	Category	Item	TIR Missed		Value
INC000000453747	R. Scott Hall	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No		0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000453774	Shirell Patton	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No		0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000453783	Brent Keller	PC/Laptop	None	None	TIR Missed: No		0.00
	Rural Central Desktop Support	Paul Petersen	Corrections	Low	Closed	TTR Missed: No	0.55
INC000000453786	Rachel Willmore	PC/Laptop	Performance	None	TIR Missed: No		0.00
	Rural Central Desktop Support	Paul Petersen	Corrections	Low	Closed	TTR Missed: No	5.90
INC000000453788	Jackie Pino	Telecom	Voice Mail	Telephone	TIR Missed: No		0.23
	Voice Operations	Romanza Hamblin	Corrections	Low	Closed	TTR Missed: No	2.32
INC000000453826	Dorothy Spendlove	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No		0.00
	Rural North Desktop Support	Ruston McKay	Corrections	Low	Closed	TTR Missed: No	1.25
INC000000453858	Eric Ludvigson	PC/Laptop	Performance	None	TIR Missed: Yes		1.59
	Rural South Desktop Support	Julie Christensen	Corrections	Low	Closed	TTR Missed: No	1.59
INC000000453866	Renee S Springman	PC/Laptop	Performance	None	TIR Missed: No		0.00
	Metro C Help Desk	Ross Owen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000454052	Samantha Keele	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No		0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000454185	Charles Ovalle	None	None	None	TIR Missed: No		0.00
	Rural North Desktop Support	Ruston McKay	Corrections	Low	Closed	TTR Missed: No	0.72
INC000000454207	James Duckworth	None	None	None	TIR Missed: No		0.00
	Rural North Desktop Support	Ruston McKay	Corrections	Low	Closed	TTR Missed: No	0.50
INC000000454246	Eldin Mesic	Application	None	None	TIR Missed: No		0.10
	Fleet Administration	Amanda Ronan	Corrections	Low	Closed	TTR Missed: No	0.13
INC000000454255	Rick Rasmussen	None	None	None	TIR Missed: No		0.00
	Rural South Desktop Support	Julie Christensen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000454293	Steven Fitzgerald	None	None	None	TIR Missed: No		0.00
	Rural South Desktop Support	Julie Christensen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000454299	Daniel Mills	PC/Laptop	Hardware	None	TIR Missed: No		0.00
	Rural South Desktop Support	Julie Christensen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000454313	Brenda Oliekan	None	None	None	TIR Missed: No		0.00
	Rural North Desktop Support	Ryan Casey	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000454345	Angela Symonds	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No		0.00
	Metro C Help Desk	Chris Olson	Corrections	Low	Closed	TTR Missed: No	0.00

Corrections

INC000000454373	Kathy M Robertson	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000454393	Felicia Lagarce	PC/Laptop	None	None	TIR Missed:	No	0.06
	Metro C Desktop Support	Tammy Black	Corrections	Low	Closed	TTR Missed: No	0.06
INC000000454396	Craig Greenberg	Print/Copy/Scan/Fax	Incident	None	TIR Missed:	No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000454421	Matthew Park	Network	None	None	TIR Missed:	No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000454450	Clayton Shumway	PC/Laptop	Error	None	TIR Missed:	Yes	1.58
	Metro C Desktop Support	Ed Radke	Corrections	Low	Closed	TTR Missed: No	1.58
INC000000454515	Michelle Bartlett	None	None	None	TIR Missed:	No	0.85
	Metro C Desktop Support	Chad D Fowers	Corrections	Low	Closed	TTR Missed: No	0.85
INC000000454525	Matt Fairbank	None	None	Operations Management Syster	TIR Missed:	No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000454546	Alvin Hatch	Application	Error	Internet Explorer	TIR Missed:	No	0.00
	Metro C Help Desk	Ross Owen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000454564	Mark M Bawden	PC/Laptop	Virus	None	TIR Missed:	No	0.00
	Metro C Desktop Support	Ed Radke	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000454570	Alan Bliss	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
	Metro C Help Desk	Ross Owen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000454603	Raylene Payne	None	None	Novell GroupWise	TIR Missed:	No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000454614	Sherry Kesler	Print/Copy/Scan/Fax	None	None	TIR Missed:	No	0.15
	Metro C Desktop Support	Ed Radke	Corrections	Low	Closed	TTR Missed: No	3.94
INC000000454630	Stephen Tebben	None	None	None	TIR Missed:	No	0.00
	Metro C Desktop Support	Tammy Black	Corrections	Low	Closed	TTR Missed: Yes	6.12
INC000000454639	Audrey Caudill	Application	Error	Navision Offender and Recipien	TIR Missed:	No	0.06
	Metro C Desktop Support	Ed Radke	Corrections	Low	Closed	TTR Missed: No	2.21
INC000000454661	Thomas R Stafford	Network	None	None	TIR Missed:	Yes	2.47
	Rural South Desktop Support	Julie Christensen	Corrections	Low	Closed	TTR Missed: No	2.47
INC000000454695	William B Francom	Network	None	None	TIR Missed:	No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000454711	James Weaver	PC/Laptop	Hardware	None	TIR Missed:	No	0.16
	Rural South Desktop Support	Lane Adams	Corrections	Low	Closed	TTR Missed: No	0.31

Corrections

INC000000454784	Clayton Shumway	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000454798	Jennifer Stansfield	None	None	Sex Offender Notification and R(	TIR Missed: No	0.00
Metro C Help Desk	Ross Owen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000454823	Christopher Kishiyama	Network	Incident	None	TIR Missed: No	0.25
Metro C Desktop Support	Tammy Black	Corrections	Low	Closed	TTR Missed: No	0.28
INC000000454836	Christine Gonzales	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000454838	Devon Davis	Network	Error	None	TIR Missed: No	0.00
Rural South Desktop Support	Cole Gifford	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000454841	Julie Strickland	PC/Laptop	Error	Microsoft Access	TIR Missed: No	0.00
Rural South Desktop Support	Cole Gifford	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000454867	Shirell Patton	PC/Laptop	Performance	Microsoft Office XP Professiona	TIR Missed: No	0.00
Rural South Desktop Support	Cole Gifford	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000454872	Jennifer Stansfield	None	None	Sex Offender Notification and R(	TIR Missed: No	0.00
Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000454950	Jonathan Reynolds	Application	Error	Offender Tracking	TIR Missed: No	0.00
Rural North Desktop Support	Kim Ratushniak	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000454988	Robert (Val) Henrie	Network	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Rural South Desktop Support	Cole Gifford	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000455036	Sherrie Brokaw	None	None	None	TIR Missed: No	0.00
Rural Central Desktop Support	Jessica Purcell	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000455041	Vida Betts	None	None	None	TIR Missed: No	0.00
Rural Central Desktop Support	Jessica Purcell	Corrections	Low	Closed	TTR Missed: No	0.00